



J L INSTITUTION

STUDENT COMPLAINT PROCEDURE

Stage 1

Student submits a duly-filled [Student Complaint Form](#), signed and personally hand-delivers it to the General Office. The form is obtainable from the General Office.

The Office Manager shall acknowledge receipt of Student's complaint/grievance

Stage 2

The Office Manager shall forward the complaint/grievance to the appropriate department for investigation and further action.

The Department Manager responsible for dealing with the dispute contacts the originator of complaint and tries to resolve the issue.

Stage 3

When there is a failure of resolution after more than 7 working days, the Department Manager escalates to the General Manager to try to resolve the issue amicably.

If the General Manager fails to resolve the dispute after more than 5 working days, the General Manager escalates to the Principal and Board of Directors level for resolution.

Stage 4

If the Principal and Board of Directors fail to arrive at a resolution with the originator of the dispute and complaint, the School informs the originator the possibility of referring the matter to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) or the Small Claim Tribunal (SCT) through the CPE Student Services Centre.

The School accepts the outcome of such arbitration as the decision of the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) or the Small Claim Tribunal (SCT) shall be final and binding on all parties.