



## **Introduction:**

The Marketing Institute of Singapore Training Centre is committed to maintaining an environment where its staff and students can work and learn in an atmosphere of tolerance and mutual respect.

MISTC however realises that inevitably disagreements within the community or dissatisfaction with the service provided can arise. MISTC has instituted a program where students and staff can air their grievances and escalate their concerns if they feel that they have not received a satisfactory answer.

## **Policy:**

MISTC is committed to ensuring a safe and conducive environment for its staff and all students. We take all feedback and complaints seriously and systems are in place to allow students and staff to voice their concerns.

A complaint or feedback received at MISTC will be handled fairly, courteously and on a timely basis. The feedback can be verbal or written.

Any complainant, who is dissatisfied with the outcome of our staff to resolve their concern, can escalate the issue. The information on how to make or escalate a complaint shall be readily available to all students and staff through different channels.

“If the matter remains unresolved or the student is unsatisfied with the outcome, students may approach the CPE Student Services Centre for assistance. At the Student Services Centre, the officers will review the complaints and provide the appropriate advice. Depending on the type of complaints, an investigation into the complaint may be initiated by the CPE, or the case may be referred for Mediation, Arbitration or to the small claims tribunal.