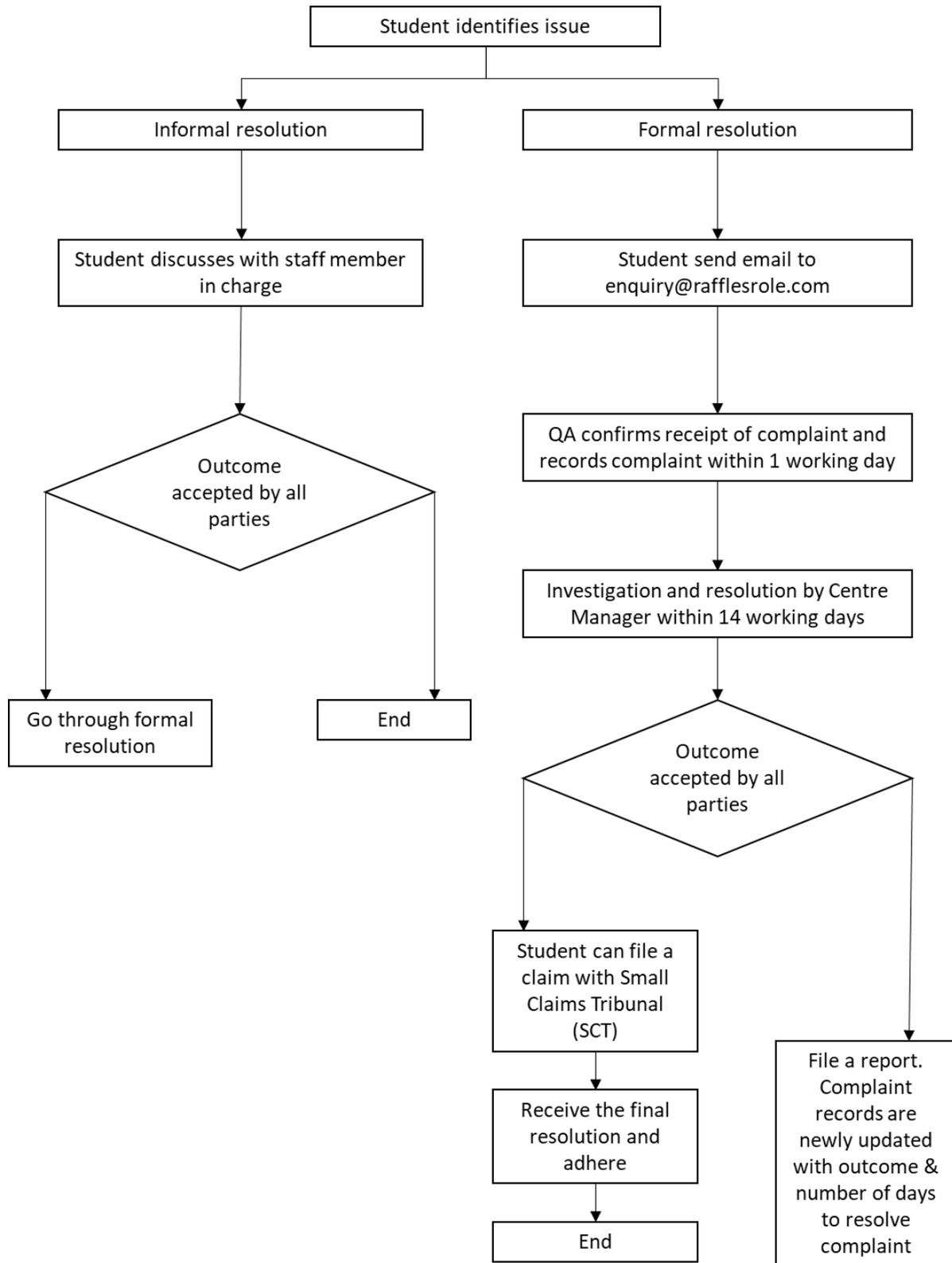


## Dispute Resolution Procedure

Grievance Dispute flowchart



As a constant effort towards improving our services, Raffles Online welcomes feedback from our students. The student can send an email to [enquiry@rafflesrole.com](mailto:enquiry@rafflesrole.com) to submit their requests.

Raffles Online will investigate and resolve the concern within 14 working days. In the event that Raffles Online and the affected student cannot resolve a dispute amicably, the student will be directed to the Small Claims Tribunals.

#### Small Claims Tribunals

1 Havelock Square, Singapore 059724

Phone: 6587 8423

Website: <https://www.judiciary.gov.sg/civil/file-small-claim>