

CASE Mediation Channel

We wish to inform our students that we treat any grievance, complaint as feedback to be looked into seriously. Every attempt will be made by our Academy to resolve our student's problem in an amicable and manner that is fair and satisfactory to all the parties concerned.

If there should be an instance that our resolution to your grievance or complaint is not considered fair to you despite our other forms of redress, there is a recourse for the matter to be resolved by a third party channel – the CASE Medication Centre.

There is a fee payable by each party for such referral to the CASE Mediation Centre for a resolution. You can refer to the website below for the fee charges for this mediation service.

Website: www.case.org.sg/casetrust5.htm