



Complaints and Appeals Policy

For all ADR point trainings and QAPs

ADRpoint provides a structured process for handling complaints filed by participants who raise a concern about the quality of a course, the conduct of a trainer/coach/assessor or the outcome of their assessment. All complaints are reviewed following the procedures described below with the aim to have all issues effectively addressed. The grounds of the complaints and appeals serve as a tool for the continuous improvement of the training.

Article 1

Feedback on the quality of the course or assessment and the performance of trainers/coaches or assessors

- a) All trainees of ADRpoint Mediation Training programs and candidates of ADR point QAPs shall be provided with a detailed feedback form either in writing or online.
- b) Each trainee or candidate can choose between submitting the feedback form anonymously or under their name.
- c) Upon completion of each training or assessment ADRpoint academic director shall collect the forms and take the feedback under consideration for ongoing improvements. Copies of the forms will also be provided to trainers, coaches and assessors.

Article 2

Complaints (informal submission)

Before entering the formal complaint process detailed below, any complaint arising during the training and/or assessment should be communicated to either the lead trainer/assessor, or ADR point academic director -in case the complaint is about one of the former- with the purpose to be resolved as soon as practically possible. The recipient shall try to resolve it by contacting the parties involved. If the complainant, eventually, is not satisfied with the result of the informal process, or wishes to file a formal complaint in writing, the formal complaint or appeal process may then be further explored.

Article 3

Complaints (formal submission)

- a) *Complaints related to the quality of the course, or the performance of trainers/coaches*

Should a trainee have any complaint arising from the quality of the course or the performance of trainers/coaches that has not been resolved to their satisfaction through the informal process, they can file a complaint to the Academic Director of ADRpoint or, in his/her absence, to the Director of ADRpoint at any given moment during the training or within a month after its completion, either anonymously or under their name in writing. The Academic Director's contact details shall be available on ADRpoint website.

b) *Complaints related to the process or appeals related to the outcome of the assessment, or the conduct of assessors*

Should the candidate for assessment have any complaint or appeal arising from the assessment process and/or outcome, he/she can submit it in writing to the Academic Director of ADRpoint or, in his/her absence, to the Director of ADRpoint, within 10 working days from the day receiving the results.

Article 5

Review process

a) The Academic Director, or in his/her absence, the Director of ADRpoint, shall review the complaint or appeal and shall provide the applicant with a justified response in writing within 15 working days, based on the competency criteria and the policies applied. If there is any reason for a delay in the process, the applicant shall be duly informed. The review is conducted in an impartial and objective manner at all stages. The decision of ADR point is final.

b) ADRpoint shall endeavour to effectively handle the process. If needed, the assessor /trainer/coach may be contacted and informed and will be given the opportunity to respond. The applicant may also be contacted to provide further clarifications.

c) All complaints shall be addressed discreetly and the person filing shall suffer no disadvantages as consequence. The investigation of the complaints is done impartially and objectively.

d) Should the Academic Director have any conflict of interest or is unable to handle the complaint, the latter shall be handled by the Director of ADR point.

e) Complainants may withdraw a complaint/appeal at any time

f) Complaints/appeals based on the same grounds cannot be resubmitted.

g) The review process may result in:

1. Acceptance of the complaint and:

-transfer to another training/group (when the complaint refers to the training); or
-re-assessment (when the complaint/ appeal refers to the assessment). In case of re - assessment a different assessor will be designated.

2. Justified rejection of the complaint

3. Justified partial acceptance of the complaint/appeal and opportunity to resit the assessment.