

TCA Complaint Policy

In the event a course participant is dissatisfied with the quality of the course or a trainer/coach/assessor he/she has the opportunity to express dissatisfaction in two ways:

- Filling in the Feedback form on the quality of the training and the competencies of the trainers - the feedback is submitted on the last day of the training;
 - Filing a complaint.
1. In the event a course participant is dissatisfied with the quality of the course or a trainer/coach/assessor the issue shall be fully communicated to the board of the Professional Association of the Mediators in Bulgaria (PAMB).
 2. The President of PAMB and the member of the board in charge of the training process shall deal with the case by initiating a conversation with the participant who is dissatisfied and by asking for a written explanation by the proper trainer/coach/ assessor.
 3. The Member of the Board in charge of the training process reviews all feedback forms submitted by the participants in this particular training and prepares a summary for the Board and the team of trainers before the gathering of the teaching team to discuss the issue.
 4. The board member in charge of the training process shall communicate the issue to the rest of the trainers - members of the training team, for the respective training course in order to obtain their opinion on the matter. PAMB's practice is to have at least two trainers present at one training day, thus there is always a way to obtain the direct observation of the process of teaching. The entire teaching team can be gathered to discuss the feedback of the participant.
 5. The Member of the Board in charge of the training process reviews all feedback submitted by the participants in this particular training and prepares a summary for the board and the team of trainers before the gathering.
 6. As a result of all described above the issue will be dealt with on an ad hoc basis by the management board of PAMB who takes the final decision.