

# COMPLAINTS AND APPEALS POLICY

for “ADR Center International Certification Program for Experienced Mediators”

ADR Center is committed to providing a fair, efficient, effective, accessible and confidential complaints handling procedure for any person or organization that claims negative impacts as a result of ADR Center International Certification Program for Experienced Mediators. Matters include any disagreement related to the program, including trainers, assessors, other participants, assessment outcomes, costs or content.

Procedure for a grievance, complaint and / or appeal:

## DIRECT COMMUNICATION

1. Discuss the issue with the trainers/assessor	<p>You may have feedback, a grievance or a complaint related to:</p> <ul style="list-style-type: none"> <li>- The administration staff</li> <li>- The trainer(s)/assessor(s)</li> <li>- The assessment process or its results</li> <li>- Another participant, interpreter, or any other person directly or indirectly involved in the organization of the training/assessment program.</li> </ul> <p>We encourage participants to talk directly with the person involved and see if you can work out the issues of concern.</p>
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## INFORMAL INTERVENTION

2. Discuss the issue with the ADR Center Training Manager	Where talking with the person is not appropriate, the complaint can be discussed with the ADR Center Training Manager by phone (+ 39 06 360 937) or through email ( <a href="mailto:global@adrcenter.com">global@adrcenter.com</a> ). We will seek an immediate resolution of the matter if possible. We will communicate with you, discuss the matter with other parties and seek resolution. The process will be fair and transparent. We allow 10 days.
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## MEDIATION

3. Refer the matter to an IMI certified mediator	If the complainant is not satisfied with the suggested resolution and if the parties will agree, the matter will be referred to an IMI certified mediator for mediation. If reached, the mediation settlement agreement will be recorded and sent to all parties within 28 days of the final mediation meeting. This will be the final decision. In principle, ADR Center expects this to be completed within 60 days.
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## INVESTIGATION

4. Submit a formal complaint that will be considered by ADR Center's CEO	If the mediation will not address successfully all issues, we will advise you to put the complaint in writing and submit as <u>formal complaint</u> by email to ( <a href="mailto:global@adrcenter.com">global@adrcenter.com</a> ). The complaint goes to the ADR Center's CEO who will consider the written complaint. Where the matter may involve the CEO, we will use an agreed third party to consider the complaint and
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	<p>the resolution proposed. This will make the process fair and transparent.</p>
5. How to notify the complaint on the ADR Center's CEO decision	<p>A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the ADR Center CEO's decision related to the complaint. A support person can be there with the complainant. The process will be fair and transparent. We allow 28 days for internal decision making.</p>
6. How to notify the complaint on the ADR Center's CEO decision	<p>A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the ADR Center CEO's decision related to the complaint. A support person can be there with the complainant. The process will be fair and transparent. We allow 28 days for internal decision making.</p>
<b>APPEAL</b>	
7. If ADR Center's CEO decision is not helpful, you can seek an appeal to this decision.	<p>If agreement still cannot be reached, or the complainant is not satisfied with the CEO decision, then you can seek a review and appeal that decision to the ADR Center Integrity Council by email <a href="mailto:garanti@adrcenter.com">garanti@adrcenter.com</a>. The council is formed by professionals with unstained reputation (Dott. Marcello Marinari, Dott. Mario Fantacchiotti, Prof. Marco Marinaro).</p>
8. How to notify the complaint on the ADR Center Integrity Council's decision	<p>A meeting or phone conference may be offered to the complainant. Details of any meetings with the complainant will be recorded in writing and the complainant informed within 28 days of receipt of the written complaint of the ADR Center Integrity Council's decision related to the complaint. A support person can be there with the complainant. The process will be fair and transparent. We allow 28 days for internal decision making.</p>