

Complaints and Appeals Policy

Introduction

European Institute for Conflict Resolution (EICR) has an efficient and transparent Complaints and Appeals process to deal with any complaints. EICR is committed to providing high quality service and achieving the highest standards of support for all of our delegates and other stakeholders. The company encourages an environment in which constructive complaints are valued and contribute to the positive experience of everyone who uses our service or is a stakeholder of the company. This policy is designed to encourage prompt resolution of complaints at the earliest possible stage.

A complaint can be defined as an expression of dissatisfaction by an individual or a group of individuals about the standard of a service, action or lack of action by or on behalf of an institution. A complaint may relate to:

- The quality and standard of service offered by EICR;
- Failure to provide a service that is agreed or promised;
- The quality of learning resources;
- Treatment by, or attitude of a, member of staff, student, contractor or any other stakeholder;
- Inappropriate behaviour by a member of staff, student, contractor or any other stakeholder

EICR reserves the right to conduct an initial investigation into a complaint but to decline to consider it if it is deemed to be vexatious or where irrational demands are made or where the complainant is unreasonably persistent. EICR reserves the right to refuse to deal with a complainant who takes an overly aggressive or abusive approach towards any member of faculty/staff; all members of faculty/staff have a right to be treated courteously and with respect

Complaints about Academic standards

Academic standards include matters such as:

- Teaching standards on the course;
- Quality of feedback on assessment; and
- Quality of content/learning materials on the learning environment.

Participants should email the Managing Director. If we are unable to satisfy your concerns a refund will be offered.

Complaints about instructor(s)

If a participant is dissatisfied with their instructor(s) their first step is to speak to the instructor about the concern. The participant may also send an email or call the Director. As

a mediating organization, we hope that the concerns will be able to be addressed through a mediated conversation. If a complaint cannot be resolved the Executive Director will meet with the participant to co-create available options that meet the needs of the participant. If required an independent party will be called to assist with the resolution of the complaint. If the complaint cannot be resolved to the satisfaction of the participant a refund will be offered.

EICR will keep records of all Complaints and Appeals and their outcomes in order to review our practices and improve our services.

For the purposes of understanding our policy we have defined complaints as a verbal or written dissatisfaction with our training services and assessments. Appeals are defined as a dissatisfaction of an assessment or with the outcome of the complaint.

Our Complaints Process

1. Any complaint or assessment appeal should be raised by the complainant immediately and directly with our Managing Director or within 90 days of the incident or results of the assessment. This complaint or assessment appeal will be made under confidential rules.
2. The Managing Director will document the complaint ensuring privacy and confidentiality rules are in place.
3. The complainant shall identify her specific request to resolve the matter. If the matter is such that can be resolved immediately the Managing Director will take steps to rectify the mistake. Otherwise, the Managing Director will conduct private meetings with the complainant and the other party and offer a mediation session.
4. In the event that the matter can not be mediated or involves serious criminal allegations then the Managing Director will suggest and ensure legal intervention or other forms of dispute resolution. In this event each party will cover their own costs.
5. The complainant may also choose to present a written complaint with a description of the incident, date, place and desired outcome directed to the managing Director. EICR will acknowledge receipt and contact the applicant/client of the status of the complaint within 7 days of receiving the written complaint. EICR will resolve the complaint or appeal within 15 days of receiving the complaint, verbally or in writing and will notify all parties of the outcome in writing within 24 hours after an outcome is achieved.

Our Appeals process

1. If the applicant or complainant does not agree with the outcome then he or she can appeal in writing to the EICR within 90 days of the date of the notice of outcome. with details of "The Appeal" that must include which assessment day they are appealing, and the grounds of the appeal. The appeal should contain the reasons why the appeal is made specifying the areas disagreed by the appellant.

2.EICR will review the appeal within 15 days of receiving the appeal in writing and make a final decision. This decision will be communicated in writing to the appellant.

If this informal process does not solve the case, the Director will investigate the case and can decide for assessments to:

- Uphold the result of the assessment.
- Offer a re-assessment opportunity to the participant with a different assessor.
- Over-rule the result of the assessment.

The Head of EICR Faculty will:

- a) view the DVD assessment session and score it independently
- b) review the relevant assessment summary sheet for the original assessed session being appealed and either confirm the original assessment or change some or all of the scoring
- c) confirm whether accreditation can be awarded based on the collated scores from both assessed sessions including any revised score for the session appealed
- d) contact the delegate, by telephone, to convey the outcome of the appeal
- e) contact the Course Manager to report the outcome of the appeal

DVD and digital recordings

In line with the Recordings Policy, EICR will keep the recordings of an assessment for a period of 6 weeks (EU 679/2016 on GDPR) from date of the notification of the course results.

In addition, if the delegate has any complaints or concerns about the way an assessment session was conducted, including any complaint about the assessor member of EICR Faculty, they should notify the Course Manager during the initial telephone conversation.

A request for review, submission of a new video, or a complaint for poor quality of services received is to be made in writing by contacting EICR via email at info@europeanresolution.com.

Complaints involving other organisations/contractors

Complaints relating to services offered in conjunction with EICR and other external stakeholders will be considered based on the merit of the complaint.

Complaints relating to services provided by the external body on behalf of EICR will either be referred to the relevant officer or department within the particular organisation or dealt with by EICR depending on the nature of the complaint.

The complainant will be informed of which department is dealing with the complaint and given any relevant contact details. Collaboration may be required between EICR and the relevant department at the external body to ensure that the complaint is successfully addressed and resolved.