



# European Institute for Conflict Resolution-EICR

## Complaints and Appeals Policy

### Introduction

EICR has an efficient and transparent Complaints and Appeals process to deal with any concerns. We are committed to providing high quality service and achieving the highest standards of support for all delegates and stakeholders.

This policy is designed to:

- Encourage prompt resolution of complaints at the earliest stage.
- Promote constructive feedback as a way to improve services.
- Ensure courtesy and respect for all staff, faculty, and stakeholders.

A complaint is defined as dissatisfaction with the service, action, or lack of action by EICR. Complaints may relate to:

- Quality and standard of service offered.
- Failure to provide an agreed service.
- Quality of learning resources.
- Behaviour or attitude of staff, students, contractors, or stakeholders.

EICR reserves the right to decline vexatious, unreasonable, or abusive complaints.

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### Types of Complaints

#### 1. Complaints about Academic Standards

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

**Process:** Participants should email the Managing Director. If unresolved, a refund may be offered.

#### 2. Complaints about Instructor(s)

- First step: Speak directly with the instructor.
- If unresolved: Escalate to the Director via email/phone.
- If needed: A mediated conversation will take place.
- If still unresolved: The Executive Director will co-create options with the participant, or appoint an independent party.

- Final stage: If unresolved, a refund may be offered.

Records of all complaints and appeals are maintained for monitoring and service improvement.

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### Complaints Process

1. Raise complaint/appeal immediately with the Managing Director (within 90 days).
  2. Managing Director documents the complaint confidentially.
  3. Complainant identifies desired resolution. Managing Director attempts immediate resolution, or arranges mediation.
  4. If not resolved or if serious allegations arise, legal intervention or external dispute resolution is advised.
  5. Written complaints must include description, date, place, and desired outcome.
    - Acknowledgment within **7 days**.
    - Resolution within **15 days**.
    - Written notification of outcome within **24 hours** after resolution.
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### Appeals Process

1. Appeals must be made in writing within **90 days** of the outcome notice, including grounds for appeal.
2. EICR reviews appeal within **15 days** and makes a final decision.
3. Possible outcomes:
  - Uphold original result.
  - Offer reassessment with a different assessor.
  - Over-rule result of assessment.

### Role of the Head of Faculty

- Independently review DVD/digital assessment session.
- Reassess scoring and confirm/change results.
- Confirm accreditation status based on collated scores.
- Inform delegate by telephone.
- Notify Course Manager in writing.

### Recordings

Assessment recordings are kept for **6 weeks** in compliance with GDPR (EU 679/2016).