



## **AIADR Mediation Course - Complaint and Appeal Policy**

### **1. Purpose**

The purpose of this policy is to offer an independent, convenient and immediately accessible complaints and appeals process to participants in AIADR Mediation Course.

### **2. Scope**

This policy applies to: -

- current participants in AIADR Mediation Course;
- persons who have participated in AIADR Mediation Course within the last three months; and
- persons seeking to participate in AIADR Mediation Course.

### **3. Policy Statement**

In the first instance, participants are encouraged to raise their complaint directly with the person concerned. If the matter is not resolved by informal discussion the participant may pursue the matter through the formal appeals steps outlined in the Complaint and Appeal Policy.

Second, all participants are guaranteed to be informed of the complaint and appeal policies and procedures before the commencement of the Course.

Third, all participants' complaints and appeals will be handled legally, compliantly, seriously, discreetly, amicably, impartially and promptly, with respect for the views expressed by all parties, and with confidentiality to non-related parties.

Fourth, participants who lodge a complaint or appeal in accordance with this policy will not be subject to negative treatment as a result of the complaint or appeal, with the exception of adjustments to academic assessments.

Finally, all complaints and appeals will be handled by the Professional Development and Education Committee of AIADR

#### 4. Definitions

<b>Appeal</b>	The process by which a participant may challenge an academic assessment they received and made by AIADR during or after the course.
<b>Complaint</b>	An expression of discontent about AIADR, its staff, other participants or third parties on behalf of AIADR providing services other than academic assessment.

#### 5. Steps for Complaints

##### I. Complete AIADR Complaint and Appeal Form

AIADR Mediation Course participants who intended to lodge a complaint shall complete the AIADR Complaint and Appeal Form, and email it as an attachment to [thesecretariat@aiadr.world](mailto:thesecretariat@aiadr.world).

##### II. Await the Acceptance of AIADR

After submission of the form, AIADR will reply within 5 business days with follow-up arrangements.

#### 6. Steps for Appeals

##### I. Pay the Appeal Fee

AIADR Mediation Course participants who intended to lodge an appeal shall pay USD30.00 to AIADR as the Appeal Fee.

AIADR accepts remittances to the following bank accounts: -

MYR Remittance	<i>Malayan Banking Berhad, Account No: 514253532600</i>
USD Remittance	<i>Malayan Banking Berhad, Account No: 714253062083</i>

For payment of RMB which is not stipulated in the schedule above, participants may email to [thesecretariat@aiadr.world](mailto:thesecretariat@aiadr.world) for the alternative payment method.

##### II. Complete AIADR Complaint and Appeal Form

After paying the Appeal Fee as required above, participants shall complete the AIADR Complaint and Appeal Form, and email it and the proof of payment of the Appeal Fee as attachments to [thesecretariat@aiadr.world](mailto:thesecretariat@aiadr.world).

##### III. Await the Acceptance of AIADR



After submission of the form, AIADR will reply within 5 business days with a decision on acceptance or not. If not, AIADR will refund the appeal fee and state the reason.

#### **IV. Await the Reassessment**

After acceptance, AIADR will arrange for other reviewers to reassess the participants' academic performance and provide a new academic assessment.

**The new academic assessment will override the previous one and the final result will be based on the new academic assessment.**





## AIADR 调解课程——投诉及申诉政策

### 1. 宗旨

本政策的宗旨在于为 AIADR 调解课程的参与者提供一个独立、便利且即时的投诉和申诉程序。

### 2. 适用范围

本政策适用于：

- （一）目前参与 AIADR 调解课程的人员；
- （二）在过去 3 个月内参与过 AIADR 调解课程的人；
- （三）有意向参与 AIADR 调解课程的人。

### 3. 政策声明

首先，我们鼓励参与者直接向相关人员提出他们的投诉。如果问题没有通过非正式的讨论得到解决，参与者可以通过投诉和申诉政策中列出的正式申诉步骤来解决这个问题。

第二，所有参与者保证在课程开始前都会被告知投诉和申诉的政策和程序。

第三，所有参与者的投诉和申诉都会得到合法、合规、严肃、谨慎、友好、公正和及时的处理，尊重各方意见，并对非相关人士保密。

第四，根据本政策提出投诉或申诉的参与者不会因为其投诉或申诉而受到任何负面待遇，但对学术评价的调整除外。

最后，在未与相关工作人员协商的情况下，不会向参与者采取或建议采取任何行动。

### 4. 定义

申诉	参与者质疑他们在课程期间或课程后从 AIADR 收到的学术评价的程序。
投诉	对 AIADR、其工作人员、其他参与者或代表 AIADR 的第三方所提供的除学术评价外服务的不满表示。

## 5. 投诉步骤

### I. 填写 AIADR 投诉及申诉表格

有意提出投诉的 AIADR 调解课程参与者应填写 AIADR 投诉及申诉表，并将其作为附件发送至 [thesecretariat@aiadr.world](mailto:thesecretariat@aiadr.world)。

### II. 等待 AIADR 的受理

提交表格后，AIADR 将在 5 个工作日内回复，并作出后续安排。

## 6. 申诉步骤

### I. 支付申诉费

有意提出申诉的 AIADR 调解课程参与者应向 AIADR 支付 30 美元作为申诉费。

AIADR 接受汇入以下银行账户的汇款：

马来西亚林吉特汇款	马来亚银行，账户号码：514253532600
美元汇款	马来亚银行，账户号码：714253062083

由于上述表格中没有规定人民币支付方式，参与者可发送电子邮件至 [thesecretariat@aiadr.world](mailto:thesecretariat@aiadr.world)，以获得其他支付方式。

### II. 填写 AIADR 投诉及申诉表格

按照上述要求支付申诉费后，参与者应填写 AIADR 投诉及申诉表，并将该表和申诉费支付证明作为附件发送至 [thesecretariat@aiadr.world](mailto:thesecretariat@aiadr.world)。

### III. 等待 AIADR 的受理

提交表格后，AIADR 将在 5 个工作日内回复，作出是否受理的决定。若不予受理，AIADR 会退还申诉费并说明理由。

### IV. 等待重新评估

AIADR 受理后，会安排其他的评阅人重新评估参与者的学术表现，并给出新的学术评价。

经申诉所获的新学术评价会覆盖前一次评价，最终结果以新学术评价为准。