



Complaints & Appeals for the EMA/CAMP Mediation Skills Course

Read the information below for instructions on how to submit a formal complaint about the EMA/CAMP Mediation Skills course.

Complaints

Individuals with concerns regarding the assessments, experts, trainers or other elements of the certificate program are encouraged to discuss these with the individuals involved to try to resolve the matter informally. In some cases, however, informal resolution is not possible, and individuals may wish to file a formal complaint.

All complaints shall be made in writing (email or letter) to EMA/CAMP within ninety (90) days of the incident's occurrence. Complaints related to course assessment must be submitted in writing within 2 weeks after the applicable course/assessment administration. The submission may be mailed or e-mailed. The submission shall include sufficient objective evidence to substantiate the claims and allow for a decision to be made and the appropriate action to be taken. Dissatisfaction based on hearsay shall not be considered as a complaint. Anonymous complaints shall not be considered.

CAMP's Training Coordinator shall serve as the first level of complaint consideration to determine its validity. She shall investigate the circumstances of any valid complaint and 1) determine and implement corrective action, and 2) refer the complaint to a different suitable staff member to determine and implement corrective action. The resolution shall be communicated to the complainant within a period of no longer than thirty (30) days.

If a complaint is found to warrant escalation, it will be brought to the attention of Tara Ollapally who will review the complaint and make a decision within a period of no longer than sixty (60) days. This determination is appealable, and the following Appeals policy shall apply.

Appeals

An appeal is a formal request for reconsideration of an adverse decision made by CAMP/EMA or its representatives related to an individual's achievement of a certificate.

An appeal must be made in writing to EMA's Co-Founder, Susan Edwards (susan@edwardsmediationacademy.com) within thirty (30) days of receiving the determination being appealed. The written appeal must include the stated appeal, the reason for the appeal (including relevant supporting materials), and the appellant's contact information.

When an appeal is received, a three-person Appeals Panel of EMA/CAMP (Laila Ollapally, Bruce Edwards and another senior staff member) will consider the appeal. The function of the Appeals Panel in a given case is to review the decision being appealed based on the record that was presented at the time of the determination. The appeal shall be considered within sixty (60) days. The appellant shall be notified of the appeal decision within fourteen (14) days from the Appeals Panel determination. Appeals Panel decisions shall be final.

Complaints may be made

By email to

tara.ollapally@[campmediation.in](mailto:tara.ollapally@campmediation.in) or susan@edwardsmediationacademy.com

or

By Mail to

Edwards Mediation Academy

1550g Tiburon Blvd #623, Belvedere Tiburon, CA 94920, United States

or

CAMP Arbitration & Mediation Practice

46, 36th Main Rd, Dollar Scheme Colony, 1st Stage, BTM 1st Stage, Bengaluru, Karnataka
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