

# Align Mediation's Training Programme Complaints Procedure

## **Our Policy**

Align Mediation are committed to providing a high-quality mediation training programme to all our candidates. When something goes wrong, or if you wish to appeal our decision in relation to your assessment result, we need you to tell us about it. This will help us to improve our standards and give you the chance to challenge any decision you believe to be unfair.

If you have a complaint, please contact us with the details. We have eight weeks to consider your complaint.

## **What will happen next?**

1. Our training manager will send you a letter acknowledging receipt of your complaint within four days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve the following:
  - Sending you a copy of the recorded formal assessment in which you were assessed for you to review. We will confirm the reasons we believe you to have failed, including references to any specific moments in the recording that may evidence this.
  - Passing your complaint/appeal to our head trainer who will review your matter file also.
  - Harry Thomas will then invite you to a meeting to discuss and hopefully resolve your complaint. He will do this within 14 days of sending you the acknowledgement letter.
  - Within four days of the meeting, Harry Thomas will write to you to confirm what took place and any solutions he has agreed with you.
  - If you do not want a meeting or it is not possible, Harry Thomas will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
  - At this stage, if you are still not satisfied, you should contact us again and we will arrange for an alternative opinion such as a review by another mediation training provider to review the decision.
  - We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
  - If you are still not satisfied, you can then contact the Civil Mediation Council about your complaint/appeal.