

YCM is dedicated to empowering citizens, beginning with the youth, to become skilled to deal with conflicts that are inevitable in A complaint can be received verbally, via email, or through a phone call.

Complaints can come from any paying client, a former client, or any other person who is associated with YCM, at levels that the company views as qualified enough to raise a complaint.

**We aim to:**

- Provide a fair complaints procedure that is clear and user-friendly for everyone wishing to bring forth a complaint.
- To strategically position ourselves in all platforms where we can easily be found and contacted.
- To ensure that once a complaint is received at YCM, it is handled with the urgency and professionalism it deserves – this is by training everyone at YCM on how to handle complaints.
- To make sure that relationships are not severed by the complaints – we are firm believers that “you can resolve it”
- To continually improve in all areas as per the feedback we get from the people we serve.

Complaints via email can be sent to the Chief of Staff at: [contact@ycmindia.org](mailto:contact@ycmindia.org), [info@ycmindia.org](mailto:info@ycmindia.org)

Telephonic complaints can be raised through a phone call to: (+91) 7304844860

To provide excellent mediation services, YCM views complaints as an opportunity to learn, consult and improve on any relevant areas, as well as put things right for the complainant. Once a complaint is received, it will be dealt with in accordance with the procedure set out below.

**Procedure**

**Step 1 – Early Resolution**

YCM regards itself as an approachable and supportive community. In the first instance, we encourage complainant to resolve any issues informally, by addressing the person(s) concerned, or approaching the Chief of Staff. Wherever possible, early resolution should be sought, regardless of the nature of the issue.

**Timeframe:** Step 1 must be invoked within 2 weeks of the incident that is the cause for complaint.

If the complainant believes that the matter is still unresolved, or there are compelling reasons as to why early resolution is not possible or appropriate, the complainant may lodge a formal complaint as outlined below in Step 2.

**Step 2 – the Formal Stage:** complaints concerning 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.

Where the complaint concerns academic standards then the complainant should submit their complaint in writing to the Chief of Staff by email to [contact@ycmindia.org](mailto:contact@ycmindia.org)

**Timeframe:** Step 2 must be invoked within 10 working days of the completion of Step 1.

The complainant should provide as much detail as possible in their complaint, including:

- full details of the cause for the complaint, including its impact;
- the action the complainant has taken thus far and the date(s) of that action;
- the response they have received;
- the reason for their dissatisfaction or disagreement with that response; • the remedy that they are seeking; and copies of supporting evidence.

**Step 2 – The Formal Stage:** Complaints concerning YCM professional services: 'Professional services' include matters such as:

- technical support
- accuracy of marketing materials/communications, promotions etc.

Where the complaint concerns a professional service that is provided by YCM, then the complainant should put their complaint in writing to the Chief of Staff at [contact@ycmindia.org](mailto:contact@ycmindia.org)

**Timeframe:** Step 2 must be invoked within 10 working days of the completion of Step 1.

The complainant should provide as much detail as possible in their complaint, including:

- full details of the cause for the complaint, including its impact;
- the action the complainant has taken thus far and the date(s) of that action;
- the response they have received;
- the reason for their dissatisfaction or disagreement with that response;
- the remedy that they are seeking; and
- copies of supporting evidence.

Complainant will receive an acknowledgement of their complaint within 2 working days. YCM will endeavor to respond to the complaint, in writing, within 10 working days. Depending on the complexity of the complaint, the final response might take longer, in which case the complainant will be advised of this in the initial correspondence.

The complaint will be investigated by a member of YCM staff not previously involved in the incident that is the cause of the complaint. The decision of this member of staff shall be final.

**Step 3 – the Review Stage:** for complaints relating to academic standards only. If the complainant is not satisfied with the final outcome reached regarding their complaint about academic standards, then s/he may request a review of their complaint by the course director.

The complainant should submit their request, in writing, to the Chief of Staff at [contact@ycmindia.org](mailto:contact@ycmindia.org)

**Timeframe:** a request for review must be made within 10 working days upon receipt of the outcome of Step 2.

The complaint will be investigated by the course director who shall issue a decision within 4 weeks. This decision shall be final.

#### CONFIDENTIALITY

All our complaints will be handled with utmost privacy and confidentiality, disclosing only what needs to be disclosed, with only those who need to know. We are committed to following all set standards for data and information protection.