



Equa Complaints and Appeals Policy for Mediation Training Program

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1. Introduction

The Complaints and Appeals Policy for the Mediation Training Program outlines the procedures for addressing participant complaints and appeals related to the quality of the course and assessment outcomes. This policy aims to ensure transparency, fairness, and effective resolution of concerns raised by participants.

2. Complaints Procedure

- 2.1** Individuals with concerns regarding the assessments, experts, trainers or other elements of the certificate program are encouraged to discuss the concerns with the individuals involved to try and resolve the matter informally.
- 2.2** In some cases when these concerns cannot be solved informally, the individuals can submit a formal complaint.

3. Submission of Complaints

- 3.1** Individuals shall submit their complaints within ninety (90) days of the incidents occurring. Complaints can be submitted via a complaint form available on the designated online portal on Equa's website.
- 3.2** Complaints related to course assessment must be submitted in writing within 2 weeks after the applicable course/assessment administration.

3.3 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.

3.4 Dissatisfaction based on hearsay shall not be considered as a complaint. Anonymous complaints shall not be considered.

4. Review and Response

Upon receiving a complaint, the registrar at Equa will promptly initiate an investigation. The complaint will be reviewed by an impartial party not directly involved in the course. The organization will provide acknowledgment of the complaint within 30 days and communicate to the complainant an estimated timeline for resolution.

5. Resolution

Equa is committed to addressing complaints in a fair and timely manner. After conducting a thorough review, the organization will provide a written response to the complainant, outlining the findings and any actions taken to address the concern. If appropriate, corrective measures will be implemented to improve the course quality.

6. Appeals Procedure

6.1 Submission of Appeals

For courses with an assessment component, participants who are not satisfied with the outcome of their assessment may submit an appeal. Appeals should be submitted via a complaint form available on the designated online portal on Equa's website within 2 weeks (14 days) from receiving the assessment results.

An appeal may also be made for reconsideration of an adverse decision made by Equa within 30 days of receiving the determination being appealed.

6.2 Review and Re-evaluation

Upon receiving an appeal, Equa will appoint an independent assessor to review the assessment and the appeal. The assessor will re-evaluate the assessment and compare it with the appeal submitted by the participant.

6.3 Appeal Decision

The independent assessor will provide a written decision regarding the appeal, indicating whether the initial assessment outcome stands or if it is revised based on the review. The time period for consideration of appeal is 60 days. The appellant shall be notified of the decision within 14 days.

7. Protection Against Retaliation

Equa ensures that participants who submit complaints or appeals will not face any form of retaliation or adverse treatment as a result of raising their concerns.

8. Continuous Improvement

Feedback from complaints and appeals will be used to enhance the quality of Equa's courses and assessments. The organization is committed to continually improving its processes and addressing issues that arise.

9. Reporting and Documentation

All complaints and appeals, as well as the actions taken in response, will be documented and retained for a specified period to ensure transparency and accountability.

10. Conclusion

The Complaints and Appeals Policy ensures that participants have a transparent and effective process for addressing concerns related to course quality and assessment outcomes. Equa is dedicated to fostering a positive learning environment and upholding the integrity of its training programs.

11. Contact Us

For inquiries, concerns, or clarifications regarding this Policy or any matters related to mediation training procedures, please do not hesitate to reach out to our dedicated contact point.

Our team is available to address your inquiries and provide assistance, ensuring a transparent and comprehensive understanding of the mediation training processes.