



COMPLAINTS AND APPEAL POLICY

I. Objective:

This policy aims to provide a transparent and fair process for participants to express concerns or complaints related to the quality of a course, the conduct of trainers/coaches/assessors, or the outcome of their assessments. Willminds is committed to addressing and resolving participants' concerns promptly and effectively.

II. Scope:

This policy applies to all participants enrolled in our courses and programs.

III. Definition:

A complaint is an expression of dissatisfaction by participants related to academic matters involving:

1. Quality of Course Content and Delivery.
2. Trainer Conduct or Behavior.
3. Assessment Outcomes.

IV. Reporting Process:

A. Informal Resolution

1. Participants are encouraged to first attempt to resolve concerns informally. This can involve discussing the issue with the trainer/coach/assessor, seeking clarification, or providing feedback directly.
2. At this informal stage, most concerns are expressed orally and there is no requirement for a written process.
3. If the concern is not resolved satisfactorily through informal means, participants may proceed with a formal complaint.

B. Formal Complaint

1. Filing the Complaint:

- a. Participants must submit a formal written complaint (Annex 1) on the email address complaint@willminds.com within 7 days from the issue.
- b. The formal complaint should include the following details:
 - Nature of the complaint.
 - Relevant dates and details.
 - Any supporting evidence or documentation.
 - Desired outcome or resolution.



2. Acknowledgement:

- a. Upon receiving a formal complaint, Willminds will acknowledge receipt within 3 working days.
- b. The acknowledgment will include information about the complaints process and an estimated timeline for resolution within 20 working days. However, the investigation period for complex complaints could be longer than 20 days, not exceeding 35 days, and the complainant should be advised if this is the case.

3. Investigation of the Complaint:

- a. An impartial investigator, not involved in the complaint, will be assigned to review and investigate the matter.
- b. The investigator needs to:
 - Establish what has happened so far, and who has been involved.
 - Clarify the nature of the complaint and what remains unresolved.
 - Meet with the complainant or contact them (if further information is necessary).
 - Clarify what the complainant feels would put things right.
 - Interview those involved in the matter and/or those complained of (if needs be).
 - Review documentation and gather information to assess the complaint thoroughly.
- c. At the conclusion of the investigation, the investigator will compile a report detailing their findings and any recommendations or actions they propose to be considered by the Academy.

4. Outcome of the Investigation:

- a. The outcome of the investigation will be one of the following:
 - The evidence indicates that the complaint was substantiated and therefore upheld.
 - The complaint was substantiated in part and the part upheld and identified only is upheld.
 - There is insufficient evidence to reach a conclusion so the complaint is inconclusive and not proven.
 - The complaint is not substantiated by the evidence and therefore not upheld.
- b. Based, on the report and outcome of the investigator, the Academy will decide on the appropriate resolution or redress mechanism to adopt.

5. Notification of the Outcome:

- a. Participants will be informed of the investigation's outcome and the proposed resolution in writing.
- b. If the participant is satisfied with the proposed resolution, the complaint will be considered resolved.

V. Resolution Options:

- 1- If the investigation's outcome finds in favor of the participant's complaint, Willminds will immediately implement the decision and any corrective and preventative action required.

2- Corrective/Preventive Actions:

a- Quality of Course Content and Delivery

- *Feedback and Improvement:* Commit to implementing necessary changes in response to constructive feedback.
- *Consultation:* Offer one-on-one consultations with concerned participants to explore and adopt personalized solutions.
- *Additional Resources:* Provide supplementary materials, webinars, or guest lectures to address specific knowledge gaps or concerns.

b- Trainer Conduct or Behavior

- *Disciplinary Actions:* If misconduct is proven, take appropriate disciplinary actions against the trainer/coach/assessor involved, adhering to Willminds' HR policy.
- *Apology:* If the trainer's conduct was inappropriate, a formal apology should be issued to aggrieved participants.
- *Mediation:* Offer mediation sessions facilitated by neutral mediators to address conflicts and misunderstandings between participants and trainers.
- *Training:* Provide additional training to staff members involved to prevent similar incidents in the future.

c- Assessment Outcomes

- *Detailed Feedback:* Ensure detailed feedback is provided with assessments, explaining the grading criteria and areas for improvement.
- *Assessment Review:* Reassess the participant's work with a different assessor to ensure fairness.
- *Grade Adjustment:* If errors are found, adjust the grade accordingly and provide an explanation to the participant.
- *Reassessment:* Offer the option for a reassessment if the initial assessment was significantly flawed or biased.

d- Additional Redress Options

In addition, the Academy may offer one or more of the following:

- An apology;
- An explanation;
- An admission that the situation could have been handled differently or better;
- An assurance that the situation will not recur;
- An explanation of the steps that have been taken to ensure that it will not happen again;
- An undertaking to review Academy policies in light of the complaint.

VI. Appeal Process:

1. If the participants are dissatisfied with the outcomes of the complaint, they have the right to appeal.



2. Appeals must be submitted in writing within 5 working days of receiving the outcome notification (Annex 2).
3. Appeals will be reviewed by a designated appeals individual, not involved in the initial complaint process.
4. The Appeals officer may decide to:
 - Uphold the complaint;
 - Refer the matter for consideration under another policy or procedure;
 - Conclude that there are insufficient grounds to take any further action and concluding the matter under this process.
5. The appeal decision will be communicated to the participant in writing within 10 working days of receiving the appeal.
6. **The decision of the appeals process is final and binding.**

VII. Anonymous Complaints:

1. When receiving anonymous complaints, the only action the Academy will take is to log the complaint and record any actions taken in response to the complaint.
2. If the complaint highlights valid concerns (even if specific details are lacking), appropriate actions shall be taken involving: policy changes, additional training, or increased monitoring in areas of concern.
3. A follow-up system will be implemented to periodically check for recurring issues and address them proactively, even without specific complaints, to prevent potential future problems.

VIII. General Provisions:

1. **Preventive Measures:** Willminds is committed to creating a culture where participants feel comfortable expressing their concerns openly through suggestion boxes, regular surveys, and open-door policies. This can reduce the likelihood of complaints.
2. **Attendance:** For the duration of the complaint and appeal process, the participant is required to maintain enrolment and attendance at all classes and programs as normal.
3. **Confidentiality:** All information related to the complaint, investigation, and resolution process will be treated with the utmost confidentiality, in accordance with applicable privacy laws and regulations.
4. **Non-Retaliation:** Willminds is committed to protecting participants from retaliation for filing a complaint in good faith.
5. **Withdrawing the Complaint:** Participant can withdraw the complaint without prejudice at any time during the process.
6. **Record-Keeping:** Records of complaints and their resolutions will be maintained at the Academy for documentation and improvement purposes.
7. **Regular Review Procedures:** Willminds will regularly review the procedures for handling complaints and appeals to assess their effectiveness and make necessary adjustments to ensure that it remains responsive and accountable.



ANNEX 1: COMPLAINT FORM

PERSONAL DETAILS

1. FULL NAME:
2. ADDRESS:
3. EMAIL ADDRESS:
4. MOBILE:
5. COURSE/PROGRAM:
6. NAME OF TRAINER/COACH:
7. DATE OF ENROLMENT:

DETAILS OF COMPLAINT (please attach additional sheets as necessary)

<p><u>Please provide details of the complaint</u></p>
<p><u>What action, if any, have you taken to try to resolve your complaint?</u></p>
<p><u>What is your expected outcome?</u></p>
<p><u>Do you have any evidence? Please provide details.</u></p>

Declaration: I believe that the information provided in this form is accurate. I consent for the details of this complaint to be passed on to relevant members of the Academy for consideration.

SIGNATURE:

DATE:



ANNEX 2: APPEAL FORM

PERSONAL DETAILS

1. FULL NAME:
2. ADDRESS:
3. EMAIL ADDRESS:
4. MOBILE:
5. COURSE/PROGRAM:
6. NAME OF TRAINER/COACH:
7. DATE OF ENROLMENT:

DETAILS OF APPEAL (please attach additional sheets as necessary)

<p><u>What decision are you appealing and why?</u></p>
<p><u>Please tell us how you would like the Academy to resolve your appeal</u></p>
<p><u>Please list any documents you have provided with this form in support of your request</u></p>

Declaration: I believe that the information provided in this form is accurate. I consent for the details of this appeal to be passed on to relevant members of the Academy for consideration.

SIGNATURE:

DATE: