



Empowering people to practice peace since 2001

AMANI COMMUNITIES AFRICA MEDIATION & CONFLICT TRANSFORMATION CERTIFICATION COURSE COMPLAINTS AND APPEALS POLICY

Introduction

We are committed to providing a high-quality mediation training program and ensuring a fair and positive learning experience for all participants. This Complaints and Appeals Policy outlines the process for addressing any concerns you may have about the course, trainers/coaches/assessors, or assessment outcomes.

Who can make a complaint?

This policy applies to all participants enrolled in our mediation training program.

What complaints can be raised?

You may submit a complaint regarding any of the following:

1. The quality of the course content or delivery
2. The conduct or performance of a trainer, coach, or assessor
3. The outcome of your assessment

Formal Complaint Process

We encourage participants to first attempt to resolve any concerns informally by discussing them directly with the trainer, coach, or assessor involved. They are available to address your questions and concerns.

The following steps are taken:



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1. **Submit a Written Complaint.** Within 30 days of the incident, submit a written complaint outlining the nature of your concern and any supporting documentation you may have.
2. **Complaint Submission.** You can submit your complaint by email to admin@acafrica.or.ke or mediation@acafrica.or.ke.
3. **Complaint Acknowledgement.** We will acknowledge receipt of your complaint within 2 working days.
4. **Investigation.** A designated staff member who was not involved in the situation will investigate your complaint promptly and fairly.
5. **Response.** We will provide you with a written response outlining the outcome of the investigation and any proposed actions within 2 working days of receiving the complaint.

Appeals Process

If you are not satisfied with the outcome of your complaint, the following appeal process is followed:

Submission of Appeal. The participant may submit a written appeal within 2 working days of receiving the response. The appeal should further explain your concerns and the reasons for your dissatisfaction.

Setting up the Appeals Panel. An independent appeals panel, consisting of impartial individuals not directly involved in the initial complaint resolution process to review the appeal.

Reviewing of the Appeal. The appeals panel will conduct a thorough review of the complaint and any supporting documentation and may request additional information or clarification from relevant parties. This is to be done within 3 working days.



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Decision on the Appeal. The appeals panel will provide a written decision on the appeal within 2 working days, outlining the reasons for their decision.

Confidentiality

We will maintain confidentiality throughout the complaint and appeals process to the best of our ability.

A record of all complaints and appeals and accompanying documents will be maintained for the period of complaint or appeal only, as per our data protection policy.

Communication

All communication regarding a complaint and appeal shall be communicated through admin@acafrica.or.ke.

By following this policy, we aim to address your concerns efficiently and fairly, ensuring a positive learning experience for all participants.