

Complaints and Appeals Policy

1. Purpose:

This policy outlines the procedure for participants to raise complaints or appeals regarding the quality of the course, complaints about the trainer/observer/assessor, or assessment outcomes.

2. Scope:

This policy applies to all participants enrolled in our training courses.

3. Complaints Procedure:

- Participants who wish to lodge a complaint must do so in writing and submit it to the ADR Initiative's designated partner, Mehak Zaraq on her email address mehak@adrinitiative.com.
- The complaint should clearly outline the nature of the grievance, including specific details such as dates, individuals involved, and any supporting evidence.
- Upon receipt of the complaint, the designated partner will acknowledge its receipt within 7 working days and initiate an investigation.
- The investigation will be conducted impartially and in a timely manner, with all parties involved given an opportunity to present their perspectives.
- The designated partner will communicate the outcome of the investigation to the participant within 10 working days.
- If the participant is not satisfied with the outcome, they may proceed with an appeal as outlined below.

4. Appeals Procedure:

- Participants who wish to appeal a decision must do so in writing and submit it to the designated partner, Syed Akbar Hussain at akbar@adrinitiative.com
- The appeal should clearly state the grounds for appeal and any supporting documentation or arguments.

- Upon receipt of the appeal, the designated partner will acknowledge its receipt within 7 working days and assign the case to independent panel or individual.
- The appeal will be reviewed by an independent panel or individual not involved in the initial decision.
- The panel or individual will conduct a thorough review of the case and communicate their decision to the participant within 10 working days.
- The decision of the appeals panel or individual will be final and binding.

5. Reporting Process:

- Complaints and appeals should be reported in writing.
- Participants may also report complaints or appeals verbally, but they will be required to submit their grievances in writing for formal processing.
- The outcome of the complaint or appeal will also be provided in writing.

6. Review Process:

- This policy will be reviewed annually or as necessary to ensure its effectiveness and compliance with relevant regulations.