



Complaints and Appeals Policy

1. Introduction

At ODR LATINOAMERICA, we are committed to delivering high-quality training programs to ensure the highest standards of training, assessment, and participant experience. We recognize that participants may sometimes have concerns about the quality of a course, the conduct of a trainer, coach, or assessor, or the outcome of an assessment. This policy outlines the process for participants to raise complaints and appealing decisions to ensure a fair and transparent resolution.

2. Complaints Procedure

2.1. Scope of Complaints:

This policy applies to all participants enrolled in any course provided by ODR LATINOAMERICA. Participants may submit a complaint if they are dissatisfied with:

- The quality or delivery of the course.
- The conduct of a trainer, coach, or assessor.
- The outcome of an assessment.
- Participants may also submit a complaint regarding any other aspect of their training experience that significantly impacts their learning or engagement

2.2. Resolution Process

If a participant is dissatisfied with any aspect of their course, they should follow these steps:

Step 1: Informal Resolution

Participants are encouraged to first raise their concerns informally with the relevant trainer, coach, or assessor. In many cases, issues can be resolved quickly through direct communication.

Step 2: Formal Complaint Submission

If the issue is not resolved informally, the participant may submit a formal complaint in writing via email within **30 days** of the issue arising. The complaint should include:

- Participant's full name and contact details.
- Course name and date.



- A detailed description of the complaint, including relevant evidence where applicable.
- Any prior steps taken to resolve the issue informally.
- Desired resolution.

Step 3: Acknowledgment and Investigation

- The complaint will be acknowledged in writing within **5 working days**.
- An independent review will be conducted by a senior member of staff. The complainant may be contacted for further clarification if necessary.
- A formal response will be provided within **20 working days**, outlining the findings and any remedial actions. Possible resolutions may include a reassessment, additional training, partial or full fee reimbursement, or other corrective measures.
- If the participant is not satisfied with the outcome, they may request a further review by the CEO within 10 working days of receiving the response. The final decision will be communicated within 15 working days.

3. Appeals Process for Assessment Decisions

3.1 Grounds for Appeal

A participant may appeal an assessment decision if they believe:

- There was an error in the assessment process.
- The assessment was not conducted in accordance with the stated criteria.
- The assessor demonstrated bias or failed to follow proper procedures.

3.2 Appeal Submission

- Appeals must be submitted in writing via email within **3 months** of receiving the assessment results.
- The appeal must specify:
 - Their name, course details, and assessment date.
 - The assessment session is being appealed.
 - The grounds for the appeal.
 - The outcome they are seeking.

3.3 Appeal Review Process

1. The appeal will be acknowledged within **5 working days**.
2. A senior reviewer (not involved in the original assessment) will:
 - Reassess the participant's submitted work.



- Review all assessment documentation and assessor feedback.
- 3. If applicable, an independent assessor will be assigned to conduct a secondary review.
- 4. The outcome will be communicated within **30 working days** of receipt of the appeal, and the participant will be notified of the final outcome in writing.

3.4 Final Decision

- If the appeal is upheld, the necessary corrections will be made, and accreditation may be awarded.
- If the appeal is denied, the participant will receive a detailed explanation of the decision.
- The decision at this stage is final and cannot be further challenged.

4. Record Keeping

All complaints and appeals will be documented and securely stored for a **minimum of 12 months** for quality assurance purposes.

5. Confidentiality and Non-Retaliation

All complaints and appeals will be handled confidentially and impartially. Participants will not be penalized for raising a genuine concern or appeal.