



# COMPLAINTS AND APPEALS POLICY

## MEDIATION SKILLS TRAINING PROGRAMME

### NIGERIAN INSTITUTE OF CHARTERED ARBITRATORS

### (NICArb)

#### **1. Purpose**

This policy provides a transparent and accessible framework for handling complaints and appeals raised by participants of the NICArb Mediation Skills Training Programme. It aims to ensure fairness, accountability, and continuous improvement in line with the Institute's commitment to professional excellence and best practices.

#### **2. Scope**

This policy applies to:

- All registered participants of NICArb's Mediation Skills Training Programme
- Course instructors, facilitators, and programme administrators
- Issues related to training content, delivery, assessment outcomes, and participant experience

#### **3. Definitions**

- **Complaint:** A written expression of dissatisfaction relating to course content, facilitation, training administration, or conduct of NICArb personnel.
- **Appeal:** A formal request for review of an assessment decision or administrative outcome impacting a participant's progression or certification.

#### **4. Guiding Principles**

- All matters will be handled promptly, confidentially, and fairly.
- Complainants and appellants will not face any discrimination or disadvantage.
- NICArb encourages early and informal resolution of concerns wherever possible.
- A formal record will be maintained for accountability and quality assurance.

## 5. Complaints Procedure

### a. *Informal Resolution (Stage 1)*

Participants are encouraged to raise concerns directly with the relevant trainer or the Programme Administrator within **five (5) working days** of the issue arising. Many matters can be resolved quickly at this level.

### b. *Formal Complaint (Stage 2)*

Where informal resolution is not possible or satisfactory, participants may submit a formal complaint in writing to the **Head of Training** via email: [training@nicarb.org](mailto:training@nicarb.org), within **ten (10) working days** of the incident.

The written complaint should include:

- Full name and contact details
- Clear description of the issue
- Relevant dates, names, or evidence
- Desired resolution or outcome

**Acknowledgment:** within **3 working days**

**Resolution timeline:** within **10 working days**

## 6. Appeals Procedure

### a. *Grounds for Appeal*

Appeals will be considered on the following grounds:

- Procedural irregularity in assessment
- Bias or perceived unfairness
- New or overlooked evidence

### b. *Filing an Appeal*

An appeal must be submitted in writing, addressed to the **Registrar/CEO** via email [info@nicarb.org](mailto:info@nicarb.org), within **ten (10) working days** of receiving the disputed result or decision.

### c. *Review Panel*

NICArb shall convene an impartial Appeals Panel comprising two experienced **Fellows and one mediator** not previously involved in the matter. The panel will review the appeal, including any written submissions or supporting documents.

**Decision timeline:** within **15 working days**

Possible outcomes:

- Uphold the original decision

- Recommend reassessment
- Modify the outcome

The panel's decision is final.

## **7. Record Management**

All formal complaints and appeals shall be documented and retained securely for a minimum of **two (2) years** to support internal monitoring, reporting, and policy refinement.

## **8. Monitoring and Review**

This policy shall be reviewed periodically to ensure alignment with best practices, participant feedback, and evolving professional standards.

## **9. Contact Information**

All enquiries, complaints, or appeals should be directed to: [training@nicarb.org](mailto:training@nicarb.org).  
+234 (0) 908 718 7410