

## Mediation and Conciliation Training Program | Complaints and Appeals Policy

The International Conciliation and Arbitration Board (ICAB) seeks to ensure that all trainees of the Mediation and Conciliation Training Program (MCTP) receive a fair, effective, and accessible training and an assessment process of professional quality.

### Procedure to file Complaint

A trainee may submit a complaint to ICAB regarding their dissatisfaction related to the quality of the MCTP.

1. A trainee must submit their complaint to the ICAB Executive Officer in writing via email to [icabtraining@gmail.com](mailto:icabtraining@gmail.com) within 14 days of completing the course.
2. Upon receipt of the complaint, the ICAB Executive Officer shall discuss the complaint with the complainant and take steps to resolve the complaint in the first instance.
3. The ICAB Executive Officer may ask the complainant questions for additional details, and any additional individuals relevant to the complaint, including but not limited to the relevant ICAB trainers or assessors.
4. If the complaint is about an ICAB trainer or assessor, then the trainer or assessor will be given an opportunity to respond to the ICAB Executive Officer regarding the complaint in writing, orally, or both, within 14 days of receiving the complaint.
5. A final determination shall be made by the ICAB Executive Officer within 21 days of receiving the complaint, or in the case of a complaint against an ICAB trainer or assessor, within 21 days of receiving the ICAB trainer or assessor's response. The ICAB Executive Officer shall consult with ICAB in making a final determination.
6. The ICAB Executive Officer shall inform the complainant about the outcome of the complaint, except for a complaint about the ICAB Executive Officer, for which the ICAB Chair shall inform the complainant.

### Procedure to Appeal an Assessment

ICAB seeks to ensure that trainees who do not initially pass their assessment (i.e., do not receive either a Proficient or Competent assessment score) are afforded a fair opportunity to retake the assessment. As such, a trainee who does not pass an assessment or is not satisfied with the outcome of their assessment, may submit a written request to retake an assessment in accordance with the following process:

1. The trainee must submit their request to the ICAB Executive Officer in writing via email to [icabtraining@gmail.com](mailto:icabtraining@gmail.com) within 14 days of receiving their initial assessment from the CAB Chair. The request must include the specific reasons for the reassessment along with the specific competency that is being challenged.
2. Upon receipt of this request the ICAB Executive Officer shall contact the assessor and obtain any additional information to support the assessment within 14 days. This may include the assessment scorecard for the original assessed session being appealed and any relevant notes of the assessor.
3. After reviewing the trainee's request and rationale, along with the assessor's response and supporting evidence, the ICAB Executive Officer shall (i) confirm the original assessment by the assessor and offer an opportunity to be reassessed by a new assessor or (ii) provide the trainee an opportunity to retake an assessment by a new assessor.
4. Should the outcome be to retake the assessment, the ICAB Executive Officer shall take reasonable steps to schedule a coaching session and reassessment for the trainee.
5. The ICAB Executive Officer shall facilitate the coaching session and reassessment in a timely manner.
6. In the case of an appeal, the ICAB Executive Officer shall contact the trainee and assessor, separately, with the outcome of the appeal. A copy of the outcome shall be provided to the trainee's CAB Chair.

**In order to obtain a Certificate of Competency from ICAB, a trainee must either obtain an overall assessment of Proficient or Competent as per ICAB's MCTP assessment guidelines.**