



## IMI CMTP Application Form

### Annex – Complaints & Appeals Policy

For participants of the EMA and CR-C Mediation Skills course, a clear and structured process exists for addressing and resolving any formal complaints or appeals. This process ensures fairness and transparency, allowing participants to have their concerns formally reviewed and resolved.

**Here's a detailed explanation of the process:**

#### Complaint Process

##### **1. Informal Resolution Attempt:**

- Participants are encouraged to first discuss any concerns directly with the relevant experts, trainers, or administrative staff to seek an informal resolution.

##### **2. Formal Complaint Submission:**

- If an informal resolution is not feasible, participants should submit their complaint in writing to EMA/CR-C within 90 days of the incident's occurrence.
- For issues specifically related to course assessments, complaints must be filed within 2 weeks following the assessment event.
- The written complaint should include sufficient objective evidence to substantiate the claims, allowing for proper review and action. It is important to note that complaints based on hearsay or submitted anonymously will not be accepted.

##### **3. Initial Review and Action:**



- The Training Coordinator at EMA/CR-C acts as the first point of contact for complaint consideration. They will review the validity of the complaint, investigate the circumstances, and determine the appropriate corrective actions.
- If the coordinator finds it necessary, they may also refer the complaint to another qualified staff member for further action.
- A resolution or response will be communicated to the complainant within no more than 30 days from the receipt of the complaint.

#### **4. Escalation and Final Decision:**

- Should the complaint require further attention, it will be escalated to Luciana Drimel Dias, who will review and make a final decision within a 60-day period.
- This decision is subject to an appeals process if the participant is not satisfied with the outcome.

### **Appeals Process**

#### **1. Initiating an Appeal:**

- Discontented with the decision made in the complaint process, participants can file an appeal by writing to Susan Edwards, Co-Founder of EMA, at [susan@edwardsmediationacademy.com](mailto:susan@edwardsmediationacademy.com) within 30 days of receiving the decision.
- The appeal submission must clearly state the reasons for the appeal and include any relevant supporting documents and detailed contact information.



## **2. Appeals Panel Review:**

- The appeal will be reviewed by a three-person Appeals Panel at EMA/CR-C, which includes Luciana Drimel Dias, Bruce Edwards, and another senior staff member.
- The panel's role is to reassess the initial decision based on the provided evidence and the record at the time of the first determination.

## **3. Communication of Decision:**

- The outcome of the appeal will be communicated to the appellant within 14 days following the Appeals Panel's decision.
- The decisions made by the Appeals Panel are considered final and binding.