

## COMPLAINTS policy

### I. FORMAL rules

In art 11 of the Toolkit Company General Clauses is laid down that:

*Participants to TC assessments and accreditation or certification procedures accept the following rules by participating in any TC or ACB assessment procedure, certification or accreditation:*

*11.1: Participants accept the pass or fail decision of the TC assessor(s). The assessor(s) will to the best of his/her/their knowledge assess a Participant in line with their professional integrity, according to the applicable ACB and/or TC standards and requirements for professional assessments and on an equal base (independent of personal preferences, a specific training, negotiation or mediation style or approach, training, or training institutes, professional affiliation, region, gender, race, sexual orientation, religion, or other personal characterizations or affiliations). Assessor(s) also ascertain confidentiality of and privacy for the documents, information gathered as part of an assessment as well as video materials if applicable.*

*11.2: Participants who fail the assessment can redo the assessment at a later stage for a maximum of 3 (three) times within 2 (two) years following a training. TC will try to have the re-assessment done by (a) different assessor(s) than the earlier assessment(s), whether this is possible is at TC's sole discretion. The new assessor(s) will be paid for the extra work and TC will inform a participant in advance of the costs of a reassessment.*

*11.3: Participants who pass the assessment can only redo the assessment to improve their results if they accept that the result of the new assessment replaces the result of any earlier assessment(s), which means that if they would fail the new assessment their accreditation will be revoked.*

*11.4: Accreditations by TC can be revoked at the sole discretion of TC if the Participant is acting in a way that can be considered as harmful to the image of TC, or people employed or engaged by TC like the assessors or trainers; or if a Participant acts in a way that cannot be considered as consistent with the conduct of a professional and ethical trainer or mediator or negotiator.*

### II. INFORMAL Process

In addition to the above applicants who are dissatisfied with the quality of the assessment (complaint), the outcome of the assessment (appeal) or the conduct of an assessor, training actor or trainer (complaint), may submit their **written complaint or appeal** within 3 months of the date of the assessment or last day of the training to one of the Toolkit Company Directors: Manon Schonewille ([manon@toolkitcompany.com](mailto:manon@toolkitcompany.com)) or Huub Liefhebber ([huub@toolkitcompany.com](mailto:huub@toolkitcompany.com)).

The complaint or appeal for re-evaluation must include:

- the applicant's name, email address and phone number,
- the date of the assessment,
- the name of the assessor(s),
- the reasoned opinion describing the applicants dissatisfaction with the process or conduct or the outcome of the assessment.

Upon receipt of a valid and timely submitted complaint or appeal, one of the Directors will contact the applicant as well as the assessor(s), training actor(s) and/or trainer(s) to try to resolve the complaint informally.

If this informal process does not solve the case, the Director will investigate the case and can decide for assessments to:

- a) Uphold the result of the assessment.
- b) Offer a re-assessment opportunity to the participant with a different assessor.
- c) Over-rule the result of the assessment.