



AFRICA CENTRE FOR DISPUTE SETTLEMENT

At the University of Stellenbosch Business School

Complaints and Diversity Policies in respect of the ACDS's

IMI QUALIFYING ASSESSMENT PROGRAM



International Mediation Institute

Introduction & Background

The Africa Centre for Dispute Settlement (ACDS) at the University of Stellenbosch Business School (USB) is accredited as a Qualified Assess Programme for IMI certification of mediators.

This document outlines the ACDS's policy on complaints regarding its QAP programme, as well as its policy on diversity.

Complaints Policy

1. ACDS endeavours to treat all persons with respect and professionalism throughout the assessment process. A person dissatisfied with the quality of the assessment and/or the outcome of the assessment may lodge a formal complaint with the Head of ACDS according to the procedures set out below.
2. A complaint must be made in writing and signed by (or on behalf of) the complainant. The complaint must set out the default being complained of in sufficient detail so that the matter can be understood and dealt with.
3. Any complaint must be referred to the Head of the ACDS.
4. As pertaining to matters other than the outcome of the assessment, Head of ACDS may, as appropriate to the severity of the matter,
 - a. seek to address the matter informally with the complainant.
 - b. seek to facilitate the resolution of the matter with the complainant and the staff member or assessor implicated; or
 - c. make findings with respect to the complaint after inviting the assessor or other concerned party to make a written statement.
5. As pertaining to matters concerning the outcome of the assessment, the Head of ACDS may, as appropriate to the matter and in consultation with the assessors as useful,
 - a. make findings with respect to the outcome on the basis of the complainant's file; or
 - b. have the recording of the assessed mediation reviewed by an additional assessor appointed by the Head of ACDS; or
 - c. arrange for a de novo assessment.
6. In the case of additional assessment according to 5.b or de novo assessment according to 5.c, the complainant will lodge payment for the additional assessment or de novo assessment, which fees will be refunded if the re-assessment results in a different outcome.
7. In all cases, the Head of the ACDS will deal with the complaint in a fair and impartial manner, and subject to the rules of natural justice. If the Head of the ACDS finds that there was a failure on the part of the ACDS or any assessor appointed by the ACDS, the Head will
 - a. address the default raised by the complainant; and
 - b. ensure that processes are implemented to improve systems performance in the future.
8. In all cases, the Head of ACDS will report in writing to the complainant about the outcome of the complaint.
9. The ACDS will maintain a log of all complaints, their resolution, and any process improvements implemented. These will be shared on demand (without identifying information) with IMI, understanding that there is no appeal possible from the decision of the Head of ACDS to IMI.

Policy on Diversity

As part of the University of Stellenbosch the ACDS is also bound by the terms and procedures in the policies of the University.

Relevant and applicable policies include:

- Policy against discrimination

https://www.sun.ac.za/english/Documents/2017_Everlytic/Unfair_Discrimination_and_Harassment_ENG_2016.pdf).

- Policy on Diversity in employment (including proactive provisions):

http://sunrecords.sun.ac.za/controlled/C4%20Policies%20and%20Regulations/C4_Employment%20Equity_2016.pdf

- Access (Services available to all):

http://www.sun.ac.za/english/learning-teaching/student-affairs/cscd/_layouts/15/WopiFrame.aspx?sourcedoc={0759E1A0-5D14-4286-BDA7-2047202CEAD4}&file=Disability%20Access%20Policy%201%20April%202018_pdf2word.docx&action=default&DefaultItemOpen=1

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