

Complaints/appeals policy

This policy covers

- (1) complaints by participants who are not satisfied with the assessment's quality,
- (2) "review process" possibility for participants who are not satisfied with the results of the assessment, and the possibility to lodge a
- (3) formal complaint against a trainer, coach, or assessor.

(1) If a candidate is not satisfied with the assessment quality in general and, in particular, because -considering the score obtained- he/she did not received the certification, he/she can present a written complaint to CONCILIA, within 15 days of the end of the assessment, in which he/she need to explain all the quality problems arisen during the assessment, attaching documents, pictures, etc...

CONCILIA will take a formal decision within 20 days from the sending via email of the written complaint.

The decision of CONCILIA is unquestionable .

If the decision will be in favour of the claimant, CONCILIA will reimburse the claimant of all the assessment's costs.

(2) Participants who are not satisfied with the results of their assessment may ask, via email, for a reviewing of their assessment.

CONCILIA will take a formal decision within 20 days from the sending via email of the written request.

The decision of CONCILIA is unquestionable .

If the review process will end in favor of the claimant, CONCILIA will gave him/her the possibility to be considered as to have positively passed the assessment.

(3) Any participant not satisfied with the level of the assessment may also lodge to CONCILIA a formal written complaint against a trainer, coach, or assessor.

In this case, in the written request he/she must include all the indications to prove his complaint and, in particular, the reasons why his/her trainer, coach, or assessor was/were unable to satisfy him/her.

CONCILIA will take a formal decision within 20 days from the sending via email of the written request.

The decision of CONCILIA is unquestionable .