

## **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 receive the certification, he/she can present a written compliant 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 give 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 .