

## **MEDIATION INTERNATIONAL**

### **Complaints and appeals procedures**

Complaints arise when a client (or student) is dissatisfied with an aspect of the Mediation International's (MI) services, and requires action to be taken to resolve the matter.

Appeals arise when a client is not satisfied with a decision that the school has made. Appeals can relate to course and/or assessment decisions, but they can also relate to other decisions.

Persons with either a complaint or an appeal have access to the following procedures:

#### **Informal complaint (or feedback)**

- The initial stage of any complaint (or feedback) shall be for the client to communicate directly with the operational representative of the school, e.g. the teacher.
  
- Client(s) dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

#### **Formal complaint or appeal**

- The informal complaint procedure should be used first.
- All formal complaints or appeals go to the course coordinator first.
- The formal complaint or appeal and its outcome shall be recorded in writing.
- On receipt of a formal complaint or appeal, the principal shall convene an independent panel to hear the complaint; this shall be the complaints and appeals committee.
- The complaints and appeals committee shall not have had previous involvement with the complaint or appeal, and will include representatives of:
  - the principal
  - the teaching staff
  - an independent person.

Complaints and appeals —MI policy and procedures

- The client shall be given an opportunity to present their case to the committee, and may be accompanied by one other person as support or as representation.

- The relevant staff member shall be given an opportunity to present their case to the committee, and may be accompanied by one other person as support or as representation.
- The complaint and appeals committee will make a decision regarding the complaint or appeal.
- The complaint and appeals committee will communicate its decision to all parties in writing within five working days of making its decision.
- If the client is still not satisfied, the principal will refer them to the Official Oficinas del Consumo and complaints process  
< <http://www.spainexpat.com/spain/information/hojas-de-reclamaciones-official-consumer-complaint-forms/> >.

The root cause of any complaint or appeal will be included in the continuous improvement processes