

ILSCA Complaints & Appeals Policy

Complaints Policy

1. The Indian Law Society's Centre for Arbitration and Mediation (ILSCA) provides for an elaborate and comprehensive policy for addressing any complaints made by the participants regarding the delivery, administration or conduct of the training programme. The ILSCA shall ensure that all complains are taken seriously and addressed properly, in a timely manner, in accordance with the procedure set out in this policy.
2. Any complaint as regards the administration, conduct or delivery of the programme may be made by raising a complaint with the course coordinator, trainer, or any representative of ILSCA involved in the course. Alternatively, the participant may also raise the issue by writing to ilsc@ilslaw.in regarding their complaint.
The person to whom the complaint is made shall endeavor to resolve the complaint within fifteen (15) days from the date of the complaint.
3. Should the complainant not be satisfied with the resolution of the complaint with the help of procedure mentioned above, the complaint shall be forwarded to the Director, ILSCA or any member of the ILSCA Advisory Body. They shall not have any material interest in the outcome of the complaint and shall endeavor to resolve the complaint impartially and expeditiously.
4. In order for the Director/Advisory Body to consider the appeal, the complainant must specify:
 - (i) the grounds on which the complaint should be reviewed; and
 - (ii) (ii) the resolution that the complainant seeks; along with either the procedural irregularities that occurred in the investigation of the formal complaint or the new evidence that has become available that was not considered in the original investigation.
5. The Appeal may be filed with the Director/ILSCA Advisory Body within ten (10) days of notice of resolution of the original said complaint.
6. Where the complaint is against a trainer or assessor, he/she will be approached and given the opportunity to respond to the complaint. To investigate the complaint, the complainant may be contacted for further information or clarification.

7. Where the Director or member of the ILSCA Advisory Body confirms the original outcome of the formal complaint there shall be no further mechanism for appeal and ILSCA's internal complaints procedure shall be deemed to have been exhausted.
8. All the complaint procedure shall be concluded upon issuance of a 'Resolution of Complaints' Letter by the ILSCA.

Appeals Policy

9. Where, for any reason, a participant has not been able to attend all 40 hours of the training, such participant may, at the discretion of the trainers and the ILSCA, be given the permission to review the recording of the session missed, if available, and/or be subjected to additional coursework.
10. Where, for any reason, a participant has not been successful in the practical assessment after appearing for all rounds, a recording of such assessment will be played before another neutral assessor to review the performance of such participant.
11. In cases where a participant is declared unsuccessful in completing the practical assessment after the review, such participant shall undergo another mediation simulation at such date and time as may be notified to him by the ILSCA.
12. Where a participant fails to appear for the practical re-assessment or is again unsuccessful in completing the same, the participant may be asked to undergo the 40-hours training again with the following batch upon payment of an additional nominal fee.
13. Where a participant is unsuccessful in completing the theory assessment, such participant may apply for review of his assessment. Such review shall be carried out by another neutral evaluator.
14. Where, after review, the participant has been declared unsuccessful, or in cases where the participant has, for any reason, failed to appear for the theory assessment, such participant shall be subjected to another theory assessment on such date and time as may be specified by the ILSCA.
15. Due notice of the date and time of the re-examination shall be given to the participant well in advance.
16. Where the participant fails to appear for the re-examination or is declared unsuccessful

in completing the assessment, such participant shall be encouraged to undergo the 40-hours mediation training again with the following batch upon payment of additional nominal charges.