

COMPLAINT POLICY

MRU LAB provides high-quality mediation trainings and fostering an environment where constructive complaints are valued as opportunities for improvement. We aim to promptly address any dissatisfaction while maintaining the highest standards of support for students and stakeholders.

Our commitment to excellence in learning and training includes ensuring that assessments are purposeful, feedback is timely, and all processes support learners' development. Complaints provide valuable insights that help us continually improve these processes and enhance the overall experience for everyone.

We strive to ensure that:

- Making a complaint is simple and accessible
- All complaints are addressed promptly, professionally, and respectfully
- Responses include explanations or details of corrective actions
- Lessons learned from complaints are used to improve our services and processes.

1. The Scope of Complaint or Appeal

1.1. This Complaint Policy is designed to outline clear and transparent procedures for submitting, investigating, and resolving complaints related to the training programs offered by MRU LAB in a fair, consistent, confidential and professional manner.

1.2. The purpose of this Complaint Policy is to outline the steps to be taken when a complaint or appeal is submitted by students regarding trainers or decisions related to the training, certification, or assessment process. Complaints involving alleged illegal, financial, or regulatory matters are excluded from this policy and will be addressed by the appropriate authorities.

1.3. This policy encompasses two distinct categories of complaints:

1.3.1. Complaints concerning the quality of courses. These are referred to as “**Course Complaints.**”

1.3.2. Appeals regarding decisions related to the assessment or certification process. These are referred to as “**Assessment Appeals.**”

2. General Rules for Filing a Complaint or Appeal:

2.1. By submitting a complaint or appeal, the complainant agrees to provide accurate and truthful information.

2.2. Complaints or appeals containing proven false statements will not be considered, and the submission will be terminated.

2.3. Unsubstantiated claims lacking credible evidence (e.g., hearsay, rumors, or unverified accusations) will not be considered.

- 2.4. Complaints and appeals submitted after the applicable deadlines will not be processed.
- 2.5. Anonymous complaints are not accepted. Complainants must provide their personal information as outlined in the submission instructions.
- 2.6. All complaints must be shared with the individuals being complained against to allow them the opportunity to respond. If the complainant does not authorize this, the complaint will not proceed.
- 2.7. Complaints or appeals submitted excessively, repetitively, or in an unreasonable manner will not be processed.
- 2.8. All materials related to complaints or appeals, including submissions from complainants and respondents, are the confidential information.

3. Course Complains

- 3.1. Complaints regarding the trainers, the study process, or course quality are reviewed by the designated individual. This designated individual will not be a trainer or staff member involved in the course under review.
- 3.2. Students who disagree with the study process, course quality, or consider the behaviour or performance of a trainer/coach to be inappropriate or inadequate have the right to submit a written complaint. Complaints must be detailed and sent via email spokiene@mruni.eu within 30 days of the incident in question.
- 3.3. A course complaint must include:
 - 3.3.1. The complainant's personal details (full name, email address, and telephone number).
 - 3.3.2. A detailed description of the issues with the study process, course quality, or the behaviour/performance of the trainer/coach, along with the reasons for dissatisfaction.
- 3.4. The designated reviewer will evaluate the complainant's submission and provide a written response which will include a clear explanation of the outcome of the review, supported by relevant documents and/or links if applicable.
- 3.5. The reviewer will respond to the complainant within 30 calendar days of receiving the complaint. The decision will be communicated in writing via email and is considered final.
- 3.6. All complaints and the actions taken will be documented and maintained by MRU Lab for record-keeping and service improvement purposes.

4. Assessment Appeal Process

- 4.1. Each Students must be fully informed about the process and evaluation criteria, assessors and re-sit/appeals process of **Assessment**. The Assessor/s must repeat the information on the day of the assessment prior starting the evaluation process.

- 4.2. Any technical or other issues, distractions, or interruptions related to the venue or the assessment process must be reported to the Assessor and the Representative of MRU Lab on the day of the assessment before the process starts. Only concerns noted at the time of the assessment as potentially affecting the process will be considered when evaluating their possible impact on the Student's performance.
- 4.3. Students who disagree with the assessment or certification decisions made during the evaluation process have the right to:
- 4.3.1. Re-sit the assessment
 - 4.3.2. file an appeal, outlining their reasons for disagreement.
- 4.4. If the Student decides to re-sit the assessment, he/she has to inform Training Provider that they wish to re-sit their assessment in written form via email spokiene@mruni.eu within 30 days. The student must be given the opportunity to retake the assessment with another training group.
- 4.5. If the Student decides to appeal the outcome of the assessment, he/she must submit the appeal in detailed writing via email within 30 days of the assessment or certification date.
- 4.6. In addition to personal details (full name, address, phone number, and other contact information), the appeal must include a detailed explanation of the appellant's dissatisfaction with the assessment decision and their reasons for disagreement.
- 4.7. All appeals are reviewed by the designated individual. The designated reviewer will not be an assessor or part of the team involved in the original assessment or certification process.
- 4.8. The Student's video of their role play will be forwarded to one other approved Assessor, who will not have any knowledge or sight of the feedback from the first Assessor.
- 4.9. Where the initial appeals Assessor deems the Candidate to be competent i.e. have achieved 3 in all 4 areas of the assessment, the role play video and Role Play Self-Assessment document is forwarded to a second appeals Assessor. If it scores at least 75%, it will be sent to a second assessor. The majority decision (including the original assessment) is then the final outcome.
- 4.10. A written response will be sent to the appellant via email within 90 calendar days of receiving the appeal. The decision communicated is final.
- 4.11. The appeal decision may result in one of the following outcomes:
- a) Acceptance of the appeal, leading to a re-evaluation of the assessment or certification.
 - b) Partial acceptance of the appeal, with a new date assigned for reassessment or recertification.
 - c) Dismissal of the appeal.
- 4.12. If necessary, MRU LAB will implement appropriate corrective or preventive actions based on the findings of the appeal process.