

## APPEAL AND COMPLAINT POLICY

**KB Associate (Europe) Limited** believes that if a service user wishes to make appeal, complaint or register a concern, they should find it easy to do so. It is KB Associate (Europe) Limited policy to welcome appeals or complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that appeal or complaints are dealt with properly and that all appeals, complaints or comments by service users are taken seriously. The policy is not designed to apportion blame, to consider the possibility of negligence or to provide compensation. It is NOT part of each establishment's disciplinary policy.

### **AIM**

The aim of management is to ensure that its appeal and complaints procedure is properly and effectively implemented, and that service users feel confident that their appeal or complaints and worries are listened to and acted upon promptly and fairly. Management believes that failure to listen to or acknowledge appeal or complaints will lead to an aggravation of problems, service user dissatisfaction and possible litigation. Management supports the concept that most appeal or complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the appellant/complainant and each department. If this fails due to either the establishment or the appellant/complainant being dissatisfied with the result the appeal or complaint will be referred to the procedure (KBA(E) PM-OPS-ADMIN-014 Training Courses Procedure 4.8.1 below and our Document No. KBA(E)/ADM/068 Customer Services Statement.

### **HANDLING OF APPEALS/GRIEVANCES**

KB Associate (Europe) Limited treats any student/client/staff grievance as important feedback to us. We ensure that all student/client/client appeals and grievances are handled in a fair, consistent and transparent manner. Confidentiality will also be respected for all parties. Our Training Admin Office will manage student/client welfare including handling grievances and appeals and have a system to tackle these issues.

- For any appeals or grievance – whether it is verbally lodged or by mail; fax or email, KBA(E) will document the nature of grievance, appeal and give an interim acknowledgement that the matter is being investigated. We will acknowledge the complaint **within 3 days**.
- The Admin Staff/Head of Department will be required to conduct the necessary investigation to establish the circumstance and facts of the case and forward their recommendation and offer a solution to the student/client **not later than 7 days**.
- If the student/client/staff accepts the solution, no further action will be pursued except record and file the proceeding for completed action.
- If the student/client/staff declines the solution offered by Training Admin Staff/Head of Department, the appeals or grievance will be referred to the Director, who may review the case and offer a second solution. All these proceedings would be completed **within 14 days** and the appellant/complainant is kept informed of the status.
- If the student/client/staff still refuses to accept the latest solution, KBA(E) Managing Director may suggest that the matter be referred for third party mediation, i.e. as an alternative to legal action/proceedings.
- Any appeals/grievances will also be mentioned during Head of Department meeting for discussion and feedback.
- If for a student/client then details of the appeal/grievance are recorded in the student/client Feedback Form – this provides information on nature of appeal/grievance, solutions and time taken to resolve it. For a staff member it shall be as per the grievance procedure.

The named appeal or complaints manager with responsibility for following through appeal or complaints is via the QAQC department and then escalated to the Director/Managing Director.