

## Guidelines for Course Participants Making a Complaint

Globethics is dedicated to make every effort to provide course participants best possible conditions and environments conducive to learning during their time at the Globethics Academy. However, course participants can make a complaint if they are dissatisfied with any dimension of their experience. Against the background of the organisation's vision, mission and values, Globethics Academy is committed to ensuring that course participants can experience the organisation's culture of ethical awareness and can raise matters of concern knowing that these will be looked at seriously and with the intention to provide adequate remedies or solutions.

In these guidelines, we set out what can be dealt with under this procedure and how matters will be taken forward for you.

### Seeking Advice and Support

Globethics Academy recognises that making a complaint can be uncomfortable. Also, in the international setting the institution provides its services, making a complaint can be viewed as culturally undesirable. Globethics would like to promote the perception of complaints as an opportunity for organisational learning, and encourages participants in bringing forward dissatisfaction so that amendments and improvements can be implemented adequately and in a timely manner.

- You can submit your request for advice and support in writing, by email, or;
- You may find it helpful to speak to a member of the Academy Support Team, or alternatively to the Course Coordinator;
- You can also make a request to speak to an adviser outside of the immediate Academy operations. In all cases, please contact: [academy@globethics.net](mailto:academy@globethics.net);
- You will be offered advice and support, and be treated respectfully and fairly.

### Representation during the Complaint Process

- We encourage you to consider inviting a friend or advisor to any complaint-related meeting, organised physically or virtually. Globethics can also arrange for an independent advisor (not directly involved in the operations of the organisation), upon your request, to support you during the complaints process.

## What You Need to Know

<p><b>What is a complaint ?</b></p>	<p>A complaint is an expression of dissatisfaction on any element of the organisation's provisions, or on the standard of service by or on behalf of the organisation:</p> <ul style="list-style-type: none"> <li>• An academic or non-academic service;</li> <li>• Concerns about the delivery of a programme, teaching, or administration of a course;</li> <li>• Misleading or incorrect information about a programme or course;</li> <li>• Poor quality of facilities, resources and/or services provided.</li> </ul>
<p><b>Who can make a complaint?</b></p>	<p>Any course participant can make a complaint. For the purpose of this procedure, a course participant is defined as a registered course participant for the current programmes or a participant who has concluded his studies in the past three calendar months.</p>
<p><b>When can I make a complaint?</b></p>	<p>You can make a complaint about a current or past incident, preferably as soon as possible and not later than three months after the incident's occurrence.</p>
<p><b>How long will the procedure take?</b></p>	<p>We are committed to acknowledge receipt of your complaint no later than 48 hours upon receipt and to resolve complaints within 14 days of submission, subject to variables depending on the complexity of the case and the instances to consult to achieve a satisfactory solution. We will keep you informed on the expected timelines.</p>
<p><b>Which are the procedure's stages?</b></p>	<p>The procedure consists of three stages, described below. The purpose of the procedure is to resolve complaints at the earliest possible stage and to implement amendments in a timely manner. You can make use of the procedure by opting for one specific stage or by using the stages consecutively.</p>

## Stage 1: Informal Complaint

In the best of all circumstances, you will make your complaint directly to your immediate contact person, e.g. to your course instructor, to the Course Coordinator or the Academic Dean, or another member of the Globethics Academy Support team, who you can reach any time under: [academy@globethics.net](mailto:academy@globethics.net).

An informal complaint is indicated if your concern or dissatisfaction is minor and can be resolved in a straightforward manner, e.g. by providing complementary information, explanation, an alternative solution or service, or an apology.

Globethics Academy is interested in such early complaint resolution processes, wherever possible. The Academy Support team is committed to receiving your complaints and to attend to them fairly and communicate with you in a timely manner with the objective to resolve complaints. If your complaint is too complex or serious, or you are dissatisfied with the outcome of stage 1, you can opt for a formal complaint using the *Course Participant Complaint Form*.

## Stage 2: Formal Complaint

If you are not satisfied with the outcome of the informal complaint, or you deem the incidence you wish to complain about too severe, you can submit your complaint formally by using the *Course Participant Complaint Form*.

Globethics Academy will acknowledge receipt of your complaint submission, habitually within 48 hours, will investigate the matter brought forward, may consult you directly, or any other party involved, if any, in view of developing a resolution. Globethics Academy endeavours to resolve complaints within 14 days and will communicate directly and in writing the resolution and the amendment and/or remedy to the participant, who has submitted the complaint.

## Stage 3: Complaint Review

A course participant who has submitted a formal complaint may request a complaint review, if the outcome of the formal complaint communicated is not satisfactory. Complaint reviews should only be considered after all other means of complaint resolution have been used and in exceptionally complex and severe cases. Globethics Academy will receive complaint reviews within 14 days after the communication of a stage 2 formal complaint outcome. The review will habitually not take longer than 30 days and the outcome will be communicated in writing.

## Complaint Resolution and Moderation

Globethics Academy is committed to peaceful, fair and measured complaint resolution and offers in addition and in parallel to the aforementioned stage 2 and stage 3 procedures a moderation process, which can be requested by the submitter of a complaint, or proposed by the Academic Support team. Globethics Academy disposes of a group of experts, independent of the daily operations and experienced in conflict and complaint moderation, who can be nominated to serve as moderators to achieve a resolution. The use of a complaint moderation does not preclude the use of any, several or all of the aforementioned complaint stages.

## Annex:

### Course Participant Complaint Form

First Name, Family Name

Email Address

Course you are registered for

Semester/ MM/YYYY

Your Complaint Description

Date of Complaint Submission

DD/MM/YYYY