

## ESTIV complaint procedure

### Definition of terms

Term	Definition
Complainant	A participant to an ESTIV webinar, training course or congress
Complaint	An abnormality or deviation observed by the participant
ESTIV board	Persons responsible for the management of ESTIV and its activities (receiver of a complaint).
Complaint's commissioner	Independent person appointed to act as mediator to resolve a dispute

### Confidentiality

Complaints will be handled confidentially by all parties. This means that the parties only exchange information about the complaint between themselves, until the ESTIV board or the complaint's commissioner or committee has made a decision how to resolve the complaint. Parties will not share or publish any information with a third party before a decision is made (i.e. via social media).

### Types of complaints

Type	Examples	Receiving party	How to report
Accessible	No heating in course room, missing information, logistic complaints	Teacher or course coordinator	Verbally, in writing, by email or telephone.
Teachers or other participants	Competence or behavior	ESTIV board	In writing or by email
Content of course, webinar or congress	Does not comply with course description or regulations	ESTIV board	In writing or by email with an example to justify the complaint.
ESTIV board		ESTIV board	In writing or by email
Dispute	Disagreement with ESTIV board statement or decision	ESTIV board followed by complaint's commissioner or committee	In writing or by email

### Complaint procedure

#### *1) Reporting of a complaint*

The complainant personally reports his/her complaint to the teacher or ESTIV board. Complaints need to be reported within one month after the circumstances or situation occurred. Reporting of a complaint can be done in writing, by email or telephone to the ESTIV managing secretary.

ESTIV address: Regentenland 35, 3994TZ, Houten, The Netherlands

ESTIV managing secretary: Denisa Svátková

Email: [svatkova@guarant.cz](mailto:svatkova@guarant.cz)

Telephone: +420 725 778 126

#### *2) Confirmation of receiving a complaint*

For accessible complaints the receiving party confirms the complaint immediately and takes immediate action to try to resolve the complaint. Complaints about teachers, other participants or content are also confirmed immediately, and the receiving party provides an explanation of the procedure to resolve the complaint and the expected timelines.

### *3) Decision to take a complaint into consideration or not*

The ESTIV board decides if a complaint is taken into consideration or not. The complainant will be informed immediately of this decision. If the complaint is not taken in account, the reasons for this will be explained to the complainant. For example, if the complaint is not related to ESTIV or if there is insufficient information it may not be taken into consideration.

### *4) Decision*

The ESTIV board is authorized to make a decision about the complaint and related adjustments or actions to resolve the complaint.

### *5) Resolving a complaint*

A complaint must be resolved within eight weeks after the reporting. If more time is required, the complainant will be informed of this in writing or by e-mail. The recipient of the complaint will immediately inform the complainant when it becomes clear that it will not be possible to resolve the complaint within the eight-week period.

The complainant will be informed within eight weeks about the follow-up of the complaint. Related adjustments are made as quickly as possible. The complainant will be informed immediately after this has happened. If it takes more time to implement the prescribed adjustments than the eight week period, the complainant will be notified.

### *6) Object to the decision*

If the complainant does not accept the decision on a complaint (including the decision not to take a complaint into consideration), the complainant can turn to the appointed mediator. In such case, the complainant indicates to the ESTIV board that he/she wants to contact the mediator. The ESTIV board will then send all documentation about the complaint, now a dispute, as quickly as possible to the mediator. The complainant will be informed if the documentation is sent to the mediator. The designated mediator is: Dr. Chantra Eskes, ([chantra.eskes@secam-ce.eu](mailto:chantra.eskes@secam-ce.eu)). The designated mediator acts as a complaint's commissioner.

### *7) Objection to the complaint's commissioner or complaints committee*

The complaint's commissioner consists of an independent person appointed by the ESTIV board. If the complainant believes that the complaint's commissioner is demonstrably not independent, another person can be identified. If necessary, this new mediator can be assisted by a second person to work as a committee (team).

### *8) Complaint's commissioner or committee decision*

The complaint's commissioner or committee will follow up on the complaint or the dispute with the complainant. The complaint's commissioner or committee will make a decision about the complaint and informs the parties thereof. The decision of the complaint's commissioner or committee is binding on all parties.

### *9) Registration of complaints*

Complaints are understood as an opportunity for improvement of ESTIV and its activities. The ESTIV board records all complaints and keeps them for a period of seven years. The complaint's commissioner registers all the disputes.



Dr. Mathieu Vinken, ESTIV president