



# Training Complaints Procedure

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# 1. Introduction

The EUAA is committed to delivering quality training but recognises that, on occasion, issues may arise. Therefore, all persons participating in EUAA training activities have the opportunity to express dissatisfaction related to the quality of EUAA training activities and to seek specific action to address the issue within an established timeframe (<sup>1</sup>).

# 2. Scope of the complaints procedure

The EUAA takes complaints seriously, and persons participating in EUAA training activities may complain about any issue related to quality of EUAA training activities, including:

- the quality or standard of any service provided by the EUAA or on behalf of the EUAA in the training domain
- the quality of learning facilities or resources
- the failure of the EUAA to implement or follow up on an administrative procedure detailed herein
- violations of the Code of Conduct for Participants in EUAA Training Activities

The training complaints procedure deals only with complaints related to EUAA training. However, it is not designed to deal with complaints related to the assessment of learning and grading, which are subject to the Assessment Appeal Procedure.

Technical issues or requests relating to the Learning Management System (LMS), such as problems regarding access rights, link functionality, bugs or the textual content of the interface, should in the first instance be addressed to the LMS Helpdesk on [elearning@euaa.europa.eu](mailto:elearning@euaa.europa.eu).

A complaint may however be submitted on the matter if the complainant does not receive a response acknowledging the receipt of the reported issue and proposing a course of action, within 15 working days from the date when the issue was raised with the LMS Helpdesk.

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(<sup>1</sup>) All documents detailing processes and procedures will be integrated into a Training Quality Assurance Handbook which will be subject to official approval. It is unlikely that modifications will be made during the approval process. However, if significant changes are made, this document will be replaced and stakeholders will be informed.





### 3. Training Complaints Procedure

The EUAA does not accept anonymous complaints; however, all complaints will remain confidential, and access will be restricted to officials with responsibility to address the complaint. The training complaint procedure is detailed below.

#### i. Raising a concern in relation to EUAA training

When issues arise during the delivery of training, learners should, where reasonable, initially discuss the issue or concern bilaterally with the trainer/coach before the end of the training in order to expedite an early resolution. The trainer/coach may seek the advice of the EUAA Training Delivery Focal Point, the Country Desk Coordinator or the Training NCP. The trainer/coach will attempt to resolve the issue to the learner's satisfaction as soon as possible and not later than 5 working days of the issue(s) being raised. The trainer/coach will notify the Training Delivery Focal Point for the module in writing where there are actions required to prevent the recurrence of the issue.

#### ii. Formal Complaints

In all other cases, individuals may lodge a formal complaint with the EUAA Training and Professional Development Centre (the "Centre"), by filling in the relevant complaint form and emailing it to [registrar@euaa.europa.eu](mailto:registrar@euaa.europa.eu). The same procedure applies where the learner has previously brought the matter to the attention of their trainer or coach as outlined in the preceding section but is not satisfied with the outcome, or where, for any reason, the learner cannot or does not wish to raise the issue with the trainer or coach.

The complaint procedure will be administered by a Senior Training Standards Officer in the Quality Assurance and Accreditation Sector of the Centre, who will also maintain records of the procedure outcome (see below for details of record keeping).

Complaints should be submitted within 15 working days from the date on which an incident occurred or the last day of the training activity or the related assessment(s), whichever is the latest. Complainants should submit information regarding the following:

- The date(s) and time(s) when the issue(s) occurred
- Specific details of the issue(s)
- Whether the issue(s) was/were raised with the trainer/coach, the Training National Contact Point or any other relevant person, as well as any action taken by such persons to resolve the issue(s)
- Any documentary evidence
- Where applicable, the names and contact details of any witnesses to the incident
- The impact of the issue
- Expectations for resolution, if any.





Complainants will be notified of receipt of the complaint within five working days of submission.

Where the complaint does not fall within the scope of the training complaints procedure, complainants will be redirected to the appropriate procedure wherever possible.

Complainants may request the withdrawal of their complaint at any time before a decision is taken.

There are two stages to the EUAA management of formal complaints related to EUAA training. This is to ensure that complaints have the possibility to be resolved at the earliest juncture.

## Stage 1 of complaint management procedure: initial screening

All formal complaints will be initially screened by a Senior Training Standards Officer and the Head of the Quality Assurance and Accreditation Sector to establish that the training complaint procedure is the appropriate channel for the issue.

- Where, following consultations with the relevant Training Delivery Focal Point, Country Desk Coordinator and Training NCP, where applicable, it is deemed that the complaint concerns a matter relating to assessment and it is established that there are grounds for an assessment appeal, the complaint will be dealt with in accordance with the procedures relating to Assessment Appeals detailed in Section 6.8 of the Training Quality Assurance Framework.
- Where it is deemed that the nature of the complaint is outside of the training domain, and it is possible to identify the appropriate channel for the complaint, the complainant may be advised accordingly. For example, where a complaint is related to human resource processes or decisions in an organisation external to the EUAA and EUAA training, the learner may be advised to use their organisational reporting processes. The EUAA is not able to forward such complaints on behalf of the complainant.

During the initial screening procedure, the Senior Training Standards Officer and the Head of Quality Assurance and Accreditation Sector identify complaints that do not concern violations of the EUAA Code of Conduct for Participants in EUAA Training Activities by an individual and which can therefore be acted upon without moving to stage two of the procedure. These include:

- Cases where the complainant wishes to draw the EUAA's attention to a minor issue that affected training, but does not seek follow up
- Issues related to errors in training materials
- Issues related to translations of training materials
- Issues related to the LMS, in relation to which the complainant did not receive a response acknowledging the receipt of the reported issue and a proposed course of action within 15 working days from the issue being raised with the LMS Helpdesk





- Issues related to the learning environment or logistics
- Issues relating to requests for information

Complaints of this nature will be discussed with the relevant Head of Sector in the Training and Professional Development Centre in order to verify and address the cause of the complaint. The identity of the complainant will be protected in these discussions, unless it is essential to follow up on the issue, such as LMS issues specifically related to the user's account, whereupon confidentiality will be protected, and information shared on a need-to-know basis.

In cases where the complaint is outside the scope of the training complaints procedure, or where the complaint may be acted upon without moving to stage two of the procedure, the Senior Training Standards Officer will notify the complainant within 15 working days of receipt of the complaint of the action taken, including any referral of the complaint to another procedure or any intended action to resolve the issue. Where there is a delay, due for example to the need to seek additional information from the complainant, or seeking translations, the Senior Training Standards Officer will, within the same deadline, inform the complainant of the expected timeframe for the handling of the complaint.

All complaints that involve allegations related to potential violations of the Code of Conduct for Participants in EUAA Training Activities by an individual will be forwarded to the second stage of the training complaints procedure. The individual concerned should be notified without delay of the nature of the complaint and given sufficient time to submit any observations.

## Stage 2 of the complaint management procedure: panel

Where the complaint involves allegations related to potential violations of the Code of Conduct for Participants in EUAA training activities by an individual, the Head of the Quality Assurance and Accreditation Sector will convene a panel to consider the complaint. The panel will comprise the Head of the Quality Assurance and Accreditation Sector, the Head of the Training Planning and Programming Sector and relevant Training NCPs. Where there is a conflict of interest in relation to the nature of the complaint of any panel member, an alternate should be sought of equivalent grade or responsibility. The panel may meet using electronic communication methods. The Senior Training Standards Officer will maintain records of the procedure and liaise with the complainant.

The panel will be provided with the details of the complaint and all available information relevant to the circumstances which is available to the Quality Assurance and Accreditation Sector, including the observations of the complainant and of the person alleged to have violated the Code of Conduct.

The panel may ask the national administration to appoint a competent person to gather the relevant facts related to the complaint, including interviewing the complainant and/or other involved persons if necessary. The nomination of an investigating officer will be subject to the unanimous agreement of the panel and will be made on a case-by-case basis taking into





account factors such as geographical location and language, which allows the complaints procedure to be conducted in an efficient manner.

The role of the investigator is to establish facts directly related to the issue and to gather statements of other persons involved, or witnesses to the issue, in order to compile a report on the facts. The investigating officer will submit a written report to the panel, addressing the issues raised in the complaint. On receipt of the report, the panel may request further information.

- i. The panel will consider all information, including any reports, in order to establish the facts relating to the issue.
- ii. The panel will make a reasoned decision to uphold or reject the complaint. If the complaint is upheld, the panel will agree any actions which may reasonably be taken to redress the issue and protect the quality of EUAA training activities.
- iii. Any decisions relating to an individual's employment status are out of the scope of the training complaints procedure. Where the complaint concerns the behaviour of a person who is not in a contractual or employment relationship with the EUAA, the panel may refer the issue to the employing or contracting organisation and may decide to suspend the individual from participation in EUAA training activities until any investigations or disciplinary proceedings launched by the employing or contracting organisation are concluded. The EUAA however reserves the right to take the final decision on the individual's further participation in EUAA training activities.
- iv. The panel will deliver their decision within 30 working days of receipt of the complaint. However, where it is not possible to gather sufficient information for the Panel to address the complaint, the Senior Training Standards Officer will inform the complainant and the person alleged to have violated the Code within the same deadline of the expected timeframe for the completion of the procedure and the reasons for the delay

The complainant and the person alleged to have violated the Code of Conduct will be informed by the Senior Training Standards Officer in writing of the outcome of the panel decision including the reasoning behind the decision and any investigation report. Should the panel find that there has been a violation of the Code, the person found to have violated the Code will be informed of the possibility to appeal the decision of the Panel. The complainant will be informed of any actions that the EUAA is taking to prevent recurrence, provided that such actions do not directly relate to an individual.

## Appeal of Complaint Outcome

Where the Panel finds a violation of the Code of Conduct for Participants in EUAA Training Activities on the part of a person, and that person considers that the procedures related to the complaint have not been conducted fairly and in accordance with the procedures detailed herein, they may lodge an appeal within five working days of notification of the panel's decision. The appeal should be submitted following the same procedure as for the submission







of complaints. The responsible Senior Training Standards Officer will acknowledge receipt of the appeal within five working days, notify it to the original complainant and convene an appeal panel comprising of The Head of the Asylum and Reception Training Unit, the Head of the Training and Learning Management Unit and an odd number of senior officials from the organisations of the person(s) involved, as nominated by the Training NCP.

- i. The Senior Training Standards Officer will submit the file of all documentation to the appeal panel. The appeal panel will review the reports, procedures and decision. The panel may request any additional information as necessary to make a decision and may decide to hear the appellant, the original complainant or any witnesses.
- ii. The appeal panel will decide to partially or wholly uphold or reject the appeal and detail reasons for their decision, as well as any further action to be taken. The Senior Training Standards Officer will communicate the outcome of the appeal in writing to the appellant and to the complainant.
- iii. The appeal procedure shall be concluded within 30 working days of receipt of the appeal. If it is not possible for the appeal panel to decide within this time period, the appellant and complainant will be informed by the Senior Training Standards Officer of the expected timeframe for the completion of the procedure and the reasons for the delay.

**The decision of the appeal panel is final.**

## Record Keeping

The Senior Training Standards Officer will maintain records of all complaints for the purposes of record-keeping and quality standards reviews. The records will include:

- Date of submission
- Module / Programme (where applicable)
- Location of training activity
- Basis of the complaint – without nominal data
- Decision
- Recommended follow-up actions

Note: these records shall **not** include any personal data.



