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## **Civil and Commercial Professional Mediation Foundation Training Course**

### **Complaints Policy**

**Course:** [IMI CMTF – Civil & Commercial Mediation](#)

#### **Scope**

This policy applies to complaints concerning any aspect of VMA's operations within its control, including:

- course delivery and learning experience
- trainer, coach, or assessor conduct
- administrative and support services
- application of policies and procedures
- quality assurance and governance processes

This policy does not apply to:

- appeals against assessment decisions, which are addressed under VMA's Appeals Policy
- allegations of malpractice or maladministration, which are addressed under separate procedures

#### **Purpose of the policy**

This policy sets out Veritas Mediation Academy's (VMA) approach to receiving, managing, investigating, and resolving complaints in a manner that is fair, transparent, timely, and proportionate, and which meets the expectations of the International Mediation Institute (IMI) for approved mediation training providers.

The policy applies to complaints raised by learners, trainers, coaches, assessors, employers, or other stakeholders in relation to VMA's services, systems, staff, processes, or procedures connected with the delivery of professional mediation training, including the IMI Civil and Commercial Mediation Professional Training Course (CMTF).

This policy is designed to:

- ensure that complaints are handled respectfully and without detriment
- support early and informal resolution wherever possible
- provide a clear, staged process where formal investigation is required
- contribute to organisational learning and continuous improvement

This policy operates alongside VMA's Online Safety Policy, Appeals Policy, and Quality Assurance framework.

## **Definitions**

**Informal Complaint** A concern raised with VMA that is capable of being resolved quickly and proportionately without the need for formal investigation.

**Formal Complaint** A written expression of dissatisfaction about an action, decision, or standard of service provided by or on behalf of VMA, which requires investigation.

**Vexatious, Malicious, or Frivolous Complaint** A complaint that is abusive, repetitive without new evidence, unfounded, or intended to disrupt or harass rather than resolve a genuine concern.

## **Principles governing complaints handling**

VMA is committed to ensuring that complaints are:

- handled impartially and objectively
- investigated by individuals with no prior involvement where possible
- addressed within published timescales
- resolved in a way that is proportionate to the nature of the concern
- recorded and reviewed for quality improvement purposes

Raising a complaint will not result in disadvantage, discrimination, or detriment to the complainant.

## **When VMA will not investigate a complaint**

VMA will normally not investigate complaints that:

- are the subject of current or concluded legal proceedings

- are submitted more than one month after the relevant decision or event
- have already been considered under this procedure
- are deemed vexatious, malicious, or frivolous

VMA does not tolerate verbal abuse, harassment, threats, or aggressive behaviour. Where such behaviour occurs, VMA may restrict communication channels or suspend services, and may take legal or safeguarding action where appropriate.

## **Complaints Procedure**

### **Stage 1 – Informal Resolution**

Wherever possible, concerns should be raised promptly and informally by contacting the relevant VMA staff member or via [info@veritasmiationacademy.com](mailto:info@veritasmiationacademy.com) .

The aim of Stage 1 is to resolve concerns quickly and proportionately. Most complaints are expected to be resolved at this stage.

VMA will:

- acknowledge receipt within five working days
- provide a written response within ten working days

A brief record of the complaint and outcome will be logged for quality assurance purposes.

### **Stage 2 – Formal Complaint**

If the issue is not resolved at Stage 1, the complainant must submit a formal complaint in writing using the complaint form at Annex A.

Formal complaints should be sent to the **Head of Quality and Learning** at [info@vertiasmediationacademy.com](mailto:info@vertiasmediationacademy.com) , clearly marked "Formal Complaint".

VMA will:

- acknowledge receipt within five working days
- appoint an Investigating Officer with no prior involvement

The Investigating Officer will:

- review all relevant documentation

- consult relevant staff or associates
- seek clarification from the complainant if required

A written outcome will normally be issued within 15 working days of receipt of the formal complaint.

### **Stage 3 – Review**

A request for review may only be made following completion of Stage 2.

A review considers whether:

- correct procedures were followed
- relevant evidence was properly considered
- the decision reached was reasonable and proportionate

The Review Officer may:

- uphold the original decision
- uphold the complaint in full or in part
- recommend corrective action or process improvement

A final decision will normally be issued within 30 working days. This represents the conclusion of VMA's internal complaints process.

Where appropriate, complainants may be signposted to an external quality assurance or regulatory body.

### **Recording, Monitoring and Quality Improvement**

All complaints are logged and reviewed by the Senior Management Team as part of VMA's quality assurance and continuous improvement processes. Trends, themes, and learning points are identified and used to inform staff development, policy review, and course enhancement.

### **Policy Review**

This policy is reviewed annually, or sooner if required by changes to IMI requirements, legislation, or VMA's delivery model.

## Annex A

### Complaint form

This form must be completed and submitted within **ten working days** of the decision or outcome you wish to challenge.

- Ensure that all questions are answered. If you need more space, attach additional sheets.
- Include any supporting documents or evidence relevant to your complaint.
- If completing the form by hand, please use **BLOCK CAPITALS** for clarity.

If you need assistance completing the form or have any questions, contact [info@veritasmmediationacademy.com](mailto:info@veritasmmediationacademy.com).

For learners submitting the form via email, a submission from their registered email address will be accepted in place of a signature.

Name	
Address	
Contact number	
Email address	
Details of the complaint?	
Provider tutor name –Your tutor name, or any other member of staff involved in the planning or delivery of the assessment	
Date of complaint	
Desired outcome of complaint What would you like to happen as a result of this complaint?	

I can confirm, to the best of my knowledge, the information within this complaint form is true and correct.

Name:

Date