

Annex 10:

Official Complaint Case Application Template

1. Submission of a complaint to ICB:

- 1.1. Before the OCCA is filled by the Exchange Participant (EP)/ Opportunity Provider (OP), the complaint must go unprocessed by HE/SE for more than 5 working days after the complaint is sent to ICB.
- 1.2. If the parties involved did not respond to the EP/OP complaint, it is advised that the situation should be taken to ICB.

2. The following steps must be followed to submit a complaint to ICB:

- 2.1. ICB would send the template to the EP/OP and check for the following criteria:
 - 2.1.1. EP/OP Complaint and proof that no response was given from either side.
 - 2.1.2. All proofs of acclaimed AEPP violations which can include but not be limited to: Receipts, Flight tickets, Examples of communication, Evidence of agreements (through contracts or media), acceptance notes, pictures. Documents must be in english, if not possible, please submit the translation.
 - 2.1.3. Application package proofs should all be in one (1) ZIP folder, named with the complaint title_entity name, attached to the email separated from the OCCA PDF and DOC.
 - 2.1.4. The OCCA fill that must be sent in both PDF, and editable version.

- 2.1.5. Each claim has to be into a separate folder, labeled with the violation it will be proving as fact.
- 2.1.6. Documents inside the folders must be organized and named according to the order and/or violation they are proving.
- 2.2. ICB has the right to request at any moment, that documents are notary translated.

3. ICB will inform the relevant Sending Entity and Hosting Entity of the complaint by submitting the Official Complaint Case Application Package to it, to respond.

- 3.1. ICB Would send the Package sent by the EP to both Sending Entity and Hosting Entity.
- 3.2. ICB would wait for ECB of Sending entities for three (3) days to submit their answer to the case by filling in the Official Complaint Case Application, which was sent to them. Afterwards, ICB will send it to ECB of Hosting entities who will also have three (3) days to submit their answer to the case by filling in the Official Complaint Case Application which was sent to them.
- 3.3. The same rules of proof submission mentioned to the claimed entity, apply to respondent: 1 ZIP file, with the same rules inside.
- 3.4. Once the above information is gathered, ICB will email the entities with any requests for required additional information. All information must be submitted within five (5) days from the date of the email.
- 3.5. In case the entity cannot meet this deadline then the entity can ask for additional time before the deadline by directly submitting such a request to ICB in the same thread.
- 3.6. In case of an emergency or when basic living conditions of an intern do not fulfill the standards (lack accommodation, lack of salary etc.) the case can be solved only by the ICB Chair and ECB Chairs within 48h.

Official Complaint Case Application (OCCA)

EP/OP PLACING claims must only fill out portions of the document in **YELLOW ONLY**.

Country PLACING claims must fill out portions of the document in **RED ONLY**.

Country RESPONDING to claim must fill out portions of the document in **BLUE ONLY**.

Case Information

| | |
|--|--|
| EP/OP Name | |
| Sending Entity and LC | |
| Hosting Entity and LC | |
| Date of initial Complaint | |
| Status (<i>Approved, Realized, Finished</i>) | |
| Date of Claim | |
| Entity placing Claim | |
| EP/OP link in EXPA | |
| Claiming entity LC | |
| Entity Contact Name | |
| Entity Contact Email | |
| Date of Response | |
| Entity responding to Claim | |
| OP/EP Identification number | |
| Responding entity LC | |
| Entity Contact Name | |
| Entity Contact Email | |

Complaint

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| Summary of the complaint |
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| Sending Entity Summary of the complaint |
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| Hosting Entity Response to the complaint |
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EP/OP AIESEC Exchange Portfolio Policies (AEPP) Violations

1. Please check the boxes of the violations that your complaint includes.
2. Please make sure that under every checked box, you include proofs to sustain your complaint, otherwise ICB cannot accept your violation claim.
3. Please make sure that all the proofs attached are in english or translated to english.
4. Please note that these are the violations that exist in the [Compensation Table](#) and are the only violations that form basis for compensation.
5. The Hosting Entity and Sending Entity have 5 days to submit the OCCA response.
6. If no response is received, the Entity will receive an automatic OCA loss.

| Approval phase | | | |
|---|--|--|--|
| Violation | AIESEC failed to deliver VISA Support | Approval canceled by Sending Entity | Approval canceled by Hosting Entity |
| Check: Yes/No | | | |
| Proof link (please create a folder with all the file corresponding proofs for this claim and name it "Proof for claim (name of violation)" and place it in the package. Detail to us what is inside the package) | | | |
| Do you accept this claim? If no why? | | | |
| Do you have any additional proof? | | | |
| Additional information (if needed) | | | |
| Do you accept this claim? If no why? | | | |
| Do you have any additional proof? | | | |
| Additional information (if needed) | | | |

| Realized - Finished Phase | | | | | | |
|--|---|----------------------------|-------------------------|---|---|---|
| Violation | EP traveled with wrong VISA due to AIESEC error | EP is not receiving Salary | Salary is not as agreed | Opportunity Benefits not provided (Accomodation, Food, Transport) | Job Description is +50% different than agreed | Duration of the experience is shorter than agreed |
| Check: Yes/No | | | | | | |
| Proof link (please create a folder with all the file corresponding proofs for this claim and name it "Proof for claim (name of violation)" and place it in the package. Detail to us what is inside the package) | | | | | | |
| Do you accept this claim? If no why? | | | | | | |
| Do you have any additional proof? | | | | | | |
| Additional information (if needed) | | | | | | |
| Do you accept this claim? If no why? | | | | | | |
| Do you have any additional proof? | | | | | | |
| Additional information (if needed) | | | | | | |

Expected Compensations

1. Please fill in this table If you expect any financial compensation to be arbitrated.
2. Notification: Compensation can only be arbitrated according to the type of expenses made by the complaining party, and only those that could be proved. No additional, unproved compensation could be arbitrated.

| EXPENSES | YES/NO | DATE OF EXPENSES | VALUE OF EXPENSES* (will be valid only with receipts attached to this OCCA) | CLARIFICATION |
|--------------------------|--------|------------------|--|---------------|
| OP/EP fee | | | | |
| Travel Expenses | | | | |
| Health Insurance | | | | |
| Visa Expenses | | | | |
| Other Expenses | | | | |
| Total | | | | |
| Link for Receipts Folder | | | | |

Current Case Situation

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| Current Situation |
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| Current Situation |
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| Current Situation |
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Contact Information

ECBs receiving an Official Complaint Case Application are responsible to provide contact numbers and email addresses of all the parties involved so that ICB can contact them directly if needed.

| | | | |
|----------------------|--|----------------------|--|
| Name | | Name | |
| Role/Title | | Role/Title | |
| Email address | | Email address | |
| Name | | Name | |
| Role/Title | | Role/Title | |
| Email address | | Email address | |

ECB Chair and MC Signature

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|---|--|
| <p><i>I, as complaining party, confirm this case has been brought forth to the ICB for arbitration.</i></p> <p><i>I, as the complaining party, will accept the solution and decision the International Control Board will make after analysis of the case.</i></p> <p><i>I, as complaining party, understand all the venues for appeal and will use them appropriately.</i></p> | <p><i>I, as responding party, will accept the solution and decision the International Control Board will make after analysis of the case.</i></p> <p><i>I, as responding party, understand all the avenues for appeal and will use them appropriately.</i></p> |
| <p style="text-align: center;">Date, Full name, Signature (scan is acceptable)</p> | <p style="text-align: center;">Date, Full name, Signature (scan is acceptable)</p> |

International Control Board Space (do not fill)

| CLAIM | VERDICT |
|--|---------|
| Claim 1: xxx | |
| Claim 2: xxx | |
| RECOMMENDATIONS AND OR MANDATORY ACTIONS | |
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| COMPENSATORY ACTIONS |
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| ICB FINAL VERDICT |
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| OFFICIAL CASE LOSSES |
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|----------------------------|---------------------------------|
| MEMBER OF CUSTOMER SUPPORT | TEAM LEADER OF CUSTOMER SUPPORT |
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| DELIBERATION DATE |
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