

<b>Document</b>	A3.4_Appeals and Grievances Complaints Policy	
<b>KHDA Regulatory Conditions</b>	A3.4	
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<b>Organisations</b>	Metaverse Age Training Institute hereafter also known as 'Metaverse Age'. Knowledge and Human Development Authority also known as 'KHDA'.	
<b>KHDA Permit Number</b>	630465	

## 1.0 COMPLAINT PROCESS

Metaverse Age Training Institute believes that any complaint by the stakeholder is an opportunity to receive an insight into the system and a room for improvement. As a matter of policy, all the complaints and appeals shall be taken very seriously and action shall be taken as per policy.

All the staff shall be responsible for the resolution of the issue for which the complaint was launched. However, the primary responsibility shall be with the function head regarding whose department the complaint was placed.

## 1.1 PRINCIPLES OF COMPLAINT HANDLING

Metaverse Age Training Institute shall follow the following principles for the complaint:

- i. Confidentiality
- ii. Impartiality
- iii. Fairness
- iv. Timeliness

## 1.2 PROCESS

All staff members should do the following:

- a) cooperate into any investigation launched for the purpose of resolution of the complaint.
- b) If you are a member of the investigation, complaint resolution or/and appeal committee, the participation shall be in good faith.
- c) Avoid overburdening the system by multiple complaints.
- d) Make sure that the complaint appeal is not malicious or with ill--intention
- e) Try utmost for the free, fair and satisfactory resolution of the complaint.
- f) The complaint can be for any reason such as discrimination, harassment, victimization, assault, corruption or such and should be not regarded individually as frivolous until a committee decides so.
- g) The complaint must be resolved at the lowest management level as per the policy and should only proceed to the higher level due to the following:
  - i. The complainant is not satisfied.
  - ii. It has been judged by senior management that injustice has been carried out on the lower level.
  - iii. The offence is of very serious nature and may involve law enforcement agencies.
- h) A complaint should be in writing, however if the complainant is unable to write his/herself due to any reason, a representative can be appointed
- i) The complainant has the right to hire a lawyer or representative to put forward the case. A legal advice may also be sought.
- j) Similarly the complainant might be interested to withdraw the complaint. This is allowed if the criminal act has not been conducted by the complainant / or the accused.
- k) If the complaint is of a staff member, the functional manager should investigate report and take action.
- l) If the complaint is about the learner the Academic Manager should investigate and take action
- m) If the learner has an academic complaint the Academic Manager should investigate and take appropriate measures.
- n) If the complaint is external to the institute, the institute should contact the third party and take appropriate measures.
- o) Metaverse Age Training Institute shall try to resolve the complaint within 30 working days from the day of receiving the formal written complaint.

p) Complainants will receive a written statement documenting the outcome of their complaint unless resolved at the time the complaint is raised and further correspondence would serve no purpose. The outcome will be in keeping with the seriousness of the incident, which was the basis of the complaint, and outcomes will be applied consistently in Metaverse Age Training Institute.

### **1.3 OUTCOMES OF CANDIDATE COMPLAIN**

Some of the possible outcomes of a candidate complaint include:

- a) Through the resolution process, the learner gains a better understanding of the situation so that his/her concerns are addressed.
- b) A mutually agreed resolution is reached through conciliation or mediation.
- c) The complainant receives an apology, and/or the issue or behaviour that was the basis of their complaint is rectified.
- d) In some cases, the complaint cannot be substantiated and no further action shall be taken.

### **1.4 INSTITUTE COMPLAINT INVESTIGATION PROCESS**

The institute shall follow the guidelines of the awarding body for the complaint resolution.

## **2.0 APPEAL PROCESS**

### **2.1 APPEAL GUIDELINES**

- a. Learners are provided the right to appeal in case if the learner is not satisfied with the internal or external assessment.
- b. If the learner is not satisfied with the outcome of the appeal with the institute, the institute will provide all the information and access to the awarding body directly of the learner for pursuing the appeal further.
- c. The institute will not be directly involved in external assessment appeals by the learner.
- d. If the learner alleges that the malpractice was perpetrated by the institute, he/she can directly approach awarding body.
- e. Inform the learner at induction of the appeals policy and procedures.
- f. Keep appeals records for inspection by Metaverse Age Training Institute for a minimum of 5 years.
- g. Take appropriate action to protect the interests of other learners and the integrity of the qualification when the outcome of an appeal questions the validity of other results.

### **2.2 ACADEMIC APPEAL POLICY**

This policy relates to learners' appeal against an assessment of result for taught programmes only. Learners who feel aggrieved by scores, grades received or any other matters are advised to first ascertain that they indeed have a legitimate ground for grievance. Assumptions or hearsay does not constitute sufficient grounds for an academic grievance.

Assessment may take a variety of forms including essays, examination, project, essay, presentation, practical work or any other exercise which is designed to enable learners to demonstrate achievement of a particular outcome or group of outcomes referred in the module specification.

Prior to submitting a formal appeal, aggrieved learners should raise issues of concern informally with the assessor and attempt to resolve the concerns on the basis of mutual discussion. It is important that learners ensure that any circumstance which they feel could adversely affect their performance is recorded in accordance with the published procedures and within the deadlines set down in those procedures. It is unlikely that an appeal on this basis will be successful if the learners have not reported it and followed the appropriate procedures. All staff involved in an appeal will maintain confidentiality.

### **2.3 VALID GROUNDS FOR APPEAL**

Learners can only appeal against an assessment of result for one or more of the following reasons:

- a. That the learner's performance in an assessment suffered through illness or other compelling circumstances which could not have been reasonably reported at the time of the assessment.
- b. learners who base an appeal on this ground will be expected to show why the circumstances could not have been reported earlier or in due course.
- c. That the assessment was not carried out in accordance with the programme and/or module regulations and procedures.
- d. That the administrative procedures were not correctly followed or that a significant mistake was made in the administrative process.
- e. That the assessor(s) did not consider all the previously reported circumstances which may have significantly affected the learner's performance. Learners are reminded that such circumstances must be recorded at the time they arise.