
Participant grievance procedure



1 Introduction and definitions

Throughout the duration of its training courses, INTRAC provides formal and informal opportunities for course participants to provide feedback on matters concerning teaching and learning (course trainer and course content) and non-teaching (accommodation, venue, administrative support). Participants are encouraged to provide constructive criticism and negative feedback as well as positive feedback.

Throughout this document the term 'INTRAC' includes the course trainer, course administrators and other INTRAC support staff.

Verbal and/or written complaints will be addressed according to the procedures laid out in the following pages.

2 Complaints procedure

2.1 Roles and responsibilities

Initial complaints will either be raised and dealt with by the trainer or accommodation staff and reported back to the Training staff or will be raised and dealt with by the Training staff directly. Any complaints which cannot be managed directly by the trainer, accommodation staff or Training Assistant / Training Coordinator, will be directed to the Training Manager. In extreme cases, where all attempts to resolve the issue in a satisfactory manner fail, the issue will be escalated to an INTRAC director (preferably the director responsible for Training).

2.2 Opportunities to raise issues/complaints

Course participants are encouraged to raise complaints verbally as soon as they arise. In the first session of the course participants are given guidance about how to raise issues and who to talk to if the need arises (as explained in point 3 below).

INTRAC has built mechanisms for feedback into its face-to-face course procedures:

- **Daily monitoring mechanisms e.g. 'Home groups'** – trainers are required to do some form of daily monitoring for gathering feedback each day. Most trainers will use '**Home groups**' which is where participants meet in small groups at the end of each training day. They discuss the day's training (what went well, what didn't go so well and what could be improved for the duration of the training) and feed this back to the trainer. Openness and

honesty are strongly encouraged and participants are asked to provide constructive criticism as well as positive feedback. The following day starts with the trainer summarising the feedback and showing how s/he will address the feedback.

- **Informal INTRAC visits** – INTRAC training staff may visit the course to meet with participants and check that everything is going well. Participants are encouraged to raise any issues at this point for follow up according to point 3 below.
- **Liaising with the INTRAC training team** – Participants are encouraged to inform the training team (training@intrac.org) in case of any complaints, which will be addressed as per point 3 below.
- **End of course feedback forms** – whilst less useful for resolving complaints immediately, end of course feedback forms help to identify and address issues arising after a course and take corrective action for future courses. Participants can choose whether to submit their feedback anonymously or not. If the participant has chosen to disclose their name and has pointed out some serious issue/complaint, INTRAC will follow up directly with them via phone and/or email.

3 Resolving a complaint

INTRAC will aim to resolve complaints informally and quickly between the relevant parties. We aim to resolve issues that arise during the course by taking immediate action where possible. Where this is not possible, we will communicate with the course participant/s after the course to address the issue in a satisfactory manner.

The following will guide INTRAC's actions to resolve a complaint.

3.1. Complaints about accommodation:

If there is a complaint about the course accommodation, participants are encouraged to raise the complaint directly with the accommodation provider's staff in the first instance. The accommodation provider will inform INTRAC of both the issue and the manner in which it has been addressed.

If the participant feels that the complaint has not been addressed satisfactorily, they should contact INTRAC (training@intrac.org). We will consider the nature and severity of the complaint and the solutions that have been proposed by the accommodation provider. If we agree that the complaint has not been addressed in a satisfactory manner, we will choose from one of the following options:

- arrange for the participant to move from their current room to a different room in the hotel (if possible)
- move the participant to an alternative hotel if it is not possible to move the participant within the original accommodation.

3.2 Complaints about the course venue:

If there is a complaint about the course venue (training room), participants are encouraged to raise the complaint with INTRAC via the course trainer. The course trainer will liaise with the venue provider and try to resolve the issue.

If the matter has not been satisfactorily resolved then INTRAC will:

- Liaise with the venue to resolve the matter (this may include moving to a different room within the venue; making alternative arrangements with the catering etc.)
- In case of a serious complaint that cannot be resolved with the venue and which is impacting adversely on the quality of the learning, INTRAC may consider moving the course to an alternative suitable site.

3.3 Complaints about the course trainer/content:

If there has been dissatisfaction with the course trainer or course content, INTRAC will initially work with the course trainer to resolve the issue/s for the remainder of the course.

If further measures are required, INTRAC may consider a form of compensation such as:

- A discount on a subsequent course
- Work with the participant/s to see how their training needs can be met. This may include: offering a coaching packages, conducting tailor-made training at the participant's organisation, or offering the participant a place on an alternative suitable INTRAC course.
- A partial refund on the cost of the course.