



COMPLAINTS POLICY

Introduction

Kinetics Health Education LLC. recognizes the importance of learner complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of Kinetics Health Education LLC. in dealing with complaints and sets out what the participants/learners can expect when making a complaint regarding a service.

Policy

A complaint is a way of informing the organizers of a training that a particular service was deemed unsatisfactory. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service received.

At Kinetics Health Education LLC. we appreciate learners' feedback regarding:

- something was incorrect, inappropriate or offensive;
- a promised service was not delivered as initially presented or not delivered at all;
- the set of services that we provide are not suitable for the learners (with justified reasons).

Anonymous complaints

At Kinetics Health Education LLC, we handle all complaints with the utmost confidentiality and deeply value the right to voice concerns. To effectively address your complaint and communicate the results of the investigation, it's essential that you provide contact details. Nevertheless, learners have the option to submit a complaint anonymously. In strict adherence to privacy policies, Kinetics Health Education LLC will never divulge the complainant's name, last name, address, or contact details to the individuals involved and about whom the complaint was made.

Procedure

The complaint should be discussed with the individual(s) concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented on the attached Appendix (1) and filed. There will be no further action taken.

In case of an individual wishing to make the complaint, but feels unable to discuss the complaint with the individual(s) concerned, the matter should be recorded as anonymous by the mediator/coordinator recipient within 48 hours of the incident occurring. The nature of the complaint will be documented as per Appendix (2) and filed.

On receipt of the complaint, the nature of the complaint will be brought to the attention of the individual(s) concerned and discussed within 48 hours from receiving the complaint.

If a resolution cannot be found:

- a. In the case of the complainant whose identity is disclosed or known, the Executive Director/General Manager will schedule a meeting involving all pertinent parties to reach an agreement.
- b. In the case of an anonymous complaint, the Executive Director/General Manager will act as a coordinator/mediator between parties and schedule a meeting involving pertinent parties separately to reach an agreement.

The meeting will occur within 30 days from the initial complaint submission, and the outcome will be considered conclusive.

The Executive Director/General Manager will maintain a record of all complaints and make these available upon request. All complaints must be regarded as confidential and discussed only with the parties involved.



Appendix 1

Record of Complaint

Name of Complainant:

Date:

Recipient Name:

Received via (email, phone call, letter, other):

Concerned Individual(s):

Nature of complaint:

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Actions agreed:

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Final resolution:

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Date Concerned Individual(s) informed about the complaint:

Date of Complainant informed about the resolution:

Signed by Complainant:

Date:

Signed by Executive Director/General Manager:

Date:



Appendix 2

Record of Anonymous Complaint

Name of Complainant (to be disclosed only to Recipient/Coordinator/Mediator):

Date:

Recipient Name:

Received via (email, phone call, letter, other):

Concerned Individual(s):

Nature of complaint:

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Actions agreed:

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Final resolution

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Date Concerned Individual(s) informed about the complaint:

Date of Complainant informed about the resolution:

Signed by Complainant:

Date:

Signed by Executive Director/General Manager:

Date:

This policy has been approved & authorized by:

Name: ATHANASIA G. PRENTZA

Position: FOUNDER & CEO, EXECUTIVE DIRECTOR, MANAGER KINETICS HEALTH EDUCATION LLC.

Date: 26 OCTOBER 2023

Signature: *Athanasia Prentza*

Review of Policy will be carried out: YEARLY, NEXT REVIEW ON 26 OCTOBER 2024