



MONDO INTERNATIONAL

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COMPLAINTS PROCEDURE

1. Our approach to feedback and complaints

Advice on the operation of the complaint's regulations can be obtained from the Academic Director of Mondo International Academy, Záhradnícka 60, Bratislava, or via e-mail: advice@mondoi-academy.com.

Our goal is to ensure that all our students have the opportunity to take advantage of their studies and other opportunities offered by the academy.

First and foremost, the student should endeavour to make any complaint either through - staff or through informal approaches through his / her personal tutor.

The Academy reserves the right not to pursue the complaint procedure if the complaint is conducted in the spirit of the following points:

- Complaints that are obsessive, harassing or repetitive.
- The complaint concerns unrealistic, disproportionate results.
- A complaint which should result in an inadequate solution.
- Complaints that are intended to cause disruption or harassment.
- A complaint that has remedial claims that have no serious purpose or value.
- An anonymous complaint.

If, for the above reasons, the Academic Director decides to terminate the assessment of the complaint, he / she shall send this decision in writing to the student, stating the reasons for his / her decision. The student still has the right to request a review of this decision by the management of the academy or a person with legal awareness. A student wishing to request a review of this decision should send his / her application in writing within 14 days of the date of the Academy's negative decision.

The procedures are intended for current students as well as former students of the Academy in connection with matters arising during his / her period as a registered student. Complaints from former students are subject to deadlines set by law.

Complaints can be academic or non-academic in nature, including:

- matters of research supervision;
- matters relating to tutoring, teaching, the provision of specialist resources for study or research.
- matters relating to student support services and other services.

Complaint's resolution usually requires the sharing of some information by those concerned. All staff involved in complaint proceedings shall remain confidential. All personal data used in the assessment of complaints by the College should be processed in accordance with the Data Protection Act.

In the assessment of complaints, interested parties have the opportunity to comment on the complaints and answer the questions raised.

If the complainant is interested in the confidentiality of the information relating to the complaint, he or she should indicate it when submitting the complaint. The Academy respects the student's wish for confidentiality, as long as this does not hinder the course of the investigation. In such a case, the complainant will have the opportunity to continue the complaint with a reduced level of classification, or to take further action by which the Academy will be able to investigate the complaint, which may jeopardize the student's request for confidentiality.

These procedures are not part of the disciplinary proceedings of employees. However, all matters arising from this process that may require consideration in the context of disciplinary proceedings shall be referred for a separate assessment in those proceedings.

The following information is provided to assist in the process of providing feedback and complaints.

Overview of feedback and complaints procedure

Two forms of:

- Informal procedure (Phase 1 & 2)
- Formal procedure (Phase 3 & 4)

Attempt to resolve issues informally

This can be done in person, via email, or phone, explaining clearly what the problem is, and required solution.

The complaint can be submitted directly to the employee, or to the lecturer, or directly to the MIA management.

The completed complaint form together with the supporting documents should be sent to complaint@mondoi-academy.com

If the complaint is lodged as part of a group, each participant submits a form separately indicating that it is a group complaint. The label is visible on the form.

The preferred format for completed forms and evidence is Microsoft Word or PDF. Other acceptable file types are .jpg, .gif, .zip. For .zip folders, follow your preferred file naming conventions. If the file cannot be opened or its readability is compromised, the responsible person will send a request to resubmit the file in another format. If multiple sets of evidence are submitted, sequential numbering of the file names is useful. File numbering avoids ambiguities in the assessment of complaints.

After receiving the complaint, the responsible person will confirm the receipt of the complaint by e-mail, with a brief explanation of the next steps. After assessing the content, the complaint is sent to another person (lecturer, management, employee), who must comment on the matter within 30 calendar days from the date of receipt of the complaint.

The responsible person may request the person who lodged the complaint to provide further information or to propose a personal meeting to discuss the complaint.

Immediately after the end of the investigation, the responsible person will send a written result, usually by e-mail.

In the event of an unsuccessful attempt to resolve the problem informally (Phase 1 and 2 - within 45 days), a formal complaint may be lodged. A formal complaint must be lodged within three months of the date on which the complaint could not be resolved informally.

If a complaint is filed after this time, usually the matter is overdue and will not be considered unless complainant provide clear documentary evidence showing that it was not possible to file a complaint earlier.

Complaint

Name, surname and address of residence of the complainant, or e-mail address (if the complainant is a legal entity, the name, registered office, name and surname of the person authorized to act on behalf of the legal entity)

Group complaint

Individual complaint

In, day

CASE: Complaint

I, the undersigned, lodge a complaint with.....(Describe specific shortcomings due to violation of legal regulations and their consequences for the complaint)

In view of the above, I request that (please specify)

.....

Complainant's handwritten signature

2. Formal complaints

Filing formal complaints in the first phase. If the matter cannot be resolved informally, the student (hereinafter referred to as the “complainant”) may lodge a formal complaint in writing to complaint@mondoi-academy.com . Formal complaints must be lodged within three months of the first occurrence of the matter. If the submission is received more than three months after the date of the event, the complainant must provide an explanation for the late submission of the form, possibly accompanied by evidence. The Academic Director shall decide whether there are reasonable grounds for considering a late submission or whether the complaint should be declared late.

When filing a formal complaint, the complainant is required to provide a brief summary of his complaint, the number of attempts to secure a solution, including the names of the persons, who have been appointed in an informal manner. In order to lodge a formal complaint, the complainant must submit the relevant evidence, together with the complaint form.

When filing a complaint form, the complainant should also indicate the remedy sought. Where a complaint contains a large amount of information or where the complaint or the remedy sought is unclear, they may be asked to provide a brief summary statement clarifying the main elements of their complaint before opening an investigation into the complaint. In this case, it must be taken into account that the completion of the investigation within 30 calendar days may not be complied with and the matter will require more time to resolve. In such cases, the Academic Director informs the complainant of the estimated time frame for the inquiry. The complaint is filed in its own name; the academy does not discuss or correspond with third parties, including family members, except in exceptional circumstances, only with the written consent of the student and the consent of the academic director.

Complaints can be made individually or in groups. In the case of a group complaint, each complainant must complete a separate complaint form, which may, however, refer to a joint statement on the matters complained of. Before responding, the academy can clarify which students are associated with the complaint.

The connection of other persons to the complaint after the registration of the complaint by the Academy is not permitted.

Complaints can be submitted by e-mail or in hard copy. Complainants may be required to submit original or other hard copies of the file, if relevant for the assessment of the complaint.

Formal complaint will be assessed by academic director of the academy

The Academic Director may nominate a senior staff member without prior participation in a case acting on his behalf as an investigating officer. The investigating officer is empowered to carry out all investigations and interviews necessary to investigate the complaint.

The Complainant may be called for interview during the period of investigation.

Complainant may be accompanied to an interview by a friend or a representative, the complainant shall inform the person in advance of the fact for the resolution of the given complaint.

In the absence of the complainant (for example, if the complainant is overseas), alternative means of communication may be used in the inquiry, in writing or by teleconference. About the alternative form of communication, the official informs the academic director.

As far as possible, the official shall reply to the complainant in full within 30 calendar days.

In case the complainant is not satisfied with the output of the first level of the second phase (Arbitration), the complainant has the possibility to request the submission of the application to the second level (Adjudication). This request shall set out the elements of the reply with which the complainant is dissatisfied, the reasons why they consider that the reply is unsatisfactory and the remedy sought. Dissatisfaction with the result is not in itself an acceptable reason to request a review of the decision in the first level. If the complainant wishes to present new material in the second level, an acceptable explanation must be provided as to why it was not submitted with the original complaint. Requests for initial assessment must be submitted in writing to the Academic Director.

This must be done within 30 calendar days of the closure of the first level of the second phase of the formal complaint.

In the second level of phase 2, the Academic Director will assign a member of the administrative staff or a legal representative of the Academy.

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The appointed representative of the second phase will further determine whether the contribution is appropriate for further consideration. In order to be eligible, a submission must be based on at least one of the following methods:

- evidence of a procedural irregularity in the first level of the assessment of the case;

- new evidence which, for a reasonable reason, the complainant did not submit in the first level;
- that, according to the judgment at second level, in phase two, there is evidence which was previously available in the first stage and which requires further consideration

In so doing the appointed representative shall take into account in the initial review:

- (a) any documentation submitted by the Complainant in phase one;
- (b) the letter setting out the outcome of the investigation of the complaint in phase one;
- (c) the substance of the Complainant's request for phase two submission.

Phase Two appointed representative has determined whether the case is eligible for further consideration, he shall notify the Complainant and the Academic Director regarding his/her decision.

- (a) if it is determined that the case is eligible for consideration at level Two, a panel will be convened to review the case;
- (b) if it is determined that there is no case for further consideration of the complaint at level two, the Complainant shall be notified of this in writing.

The Complainant should normally be informed of the decision within 30 calendar days of receipt of the phase two Complaint. If the phase two appointed representative is unable to provide a decision within 30 calendar days of receipt of the request for consideration, he or she shall write to the Complainant setting out the reasons for the delay and anticipated date for the issuing of that decision.

If Phase Two appointed representative concludes that the complaint can be resolved without further action, such as filing it with the appropriate court, he or she may, with the consent of the Academic Director, propose a remedy to the applicant. The complainant must be informed that he has the right to be referred to the courts without prejudice or disadvantage if he does not accept any proposed remedy. However, if the complainant formally accepts the remedy offered in this way, the complaint procedure will be closed at this stage.

Complaint

Phase 2

Name, surname and address of residence of the complainant, or e-mail address (if the complainant is a legal entity, the name, registered office, name and surname of the person authorized to act on behalf of the legal entity)

Group complaint

Individual complaint

Persons participating in Phase 1.....

In, day

CASE: Complaint Phase 2.

I, the undersigned, lodge a complaint with.....

Describe the specific points of resolution of your complaint in phase 1. If necessary, attach documents from phase 1.

Specify the steps you consider to be shortcomings and what your expectations are.

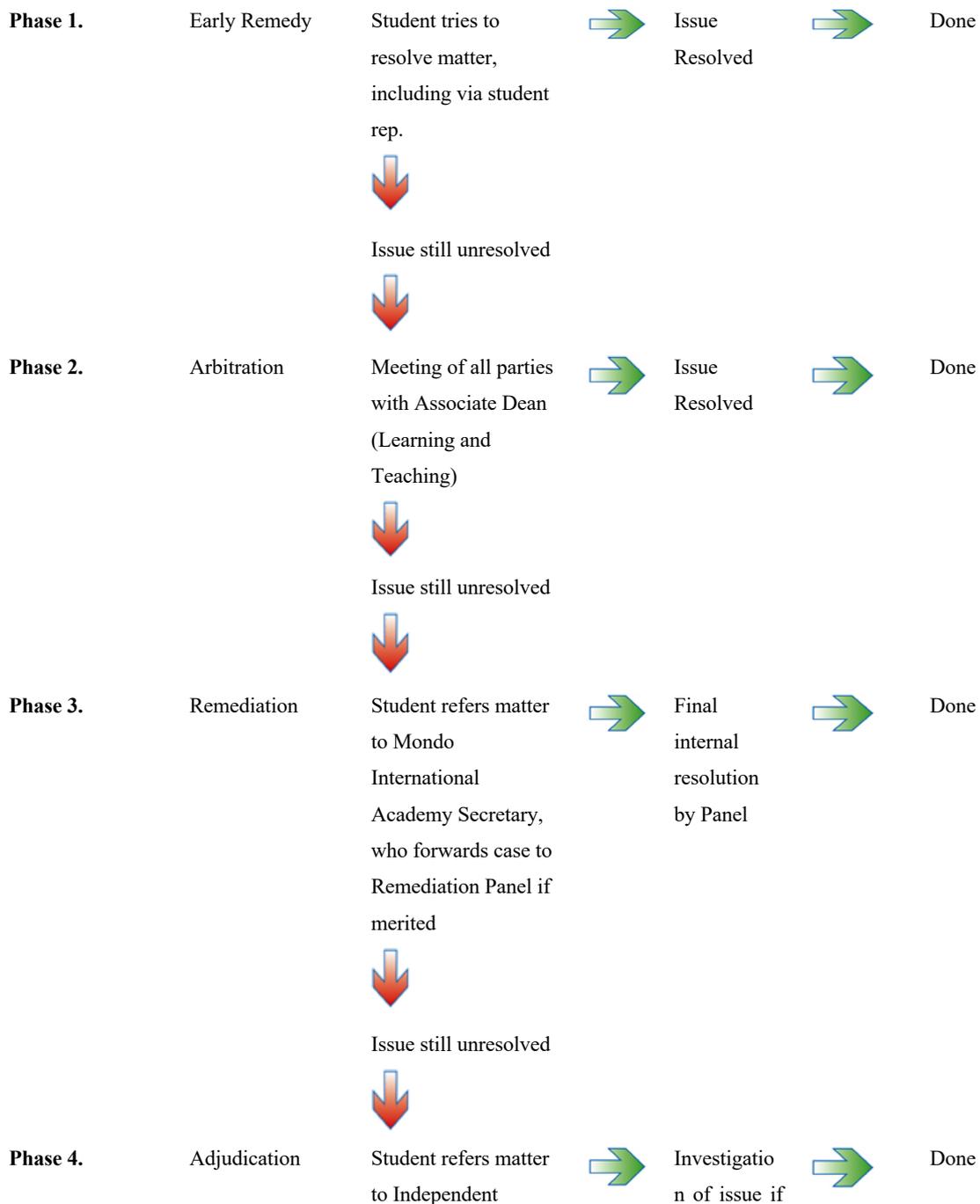
In view of the above, I request that (please specify)

.....

Complainant's handwritten signature

Commercial Decision

Sometimes a customer’s dissatisfaction with Mondo International Academy has a financial aspect but no legal right on which to base a complaint, or a customer is dissatisfied with the level of compensation. If Mondo International Academy decides to compensate a customer without a legal obligation or beyond existing legal obligations, then this is considered a “Commercial Decision”. It does not imply a legal obligation to compensate nor is it an admission of fault or guilt. This has to be stated by decision maker and clearly understood by the customer.



Adjudicator

within Rules
of Scheme