



Grievance and Complaint Policy

1. Purpose of the Policy

This Policy outlines the procedure for submitting, reviewing, and resolving concerns, grievances, and complaints arising during participation in GMA educational programs.

The purpose is to ensure transparency, fairness, respect, and protection of student rights, in alignment with the **ICF Coaching Education Standards** and the **ICF Code of Ethics**.

2. Principles for Reviewing Complaints

GMA upholds the following principles:

- **Confidentiality:** all complaints are handled with strict confidentiality.
- **Fairness and impartiality:** each case is reviewed objectively and without bias.
- **Non-retaliation:** submitting a complaint will not result in negative consequences for the student.
- **Respect:** all parties are treated professionally and respectfully.
- **Transparency:** students are kept informed throughout the process.
- **Timeliness:** all complaints are reviewed within reasonable timeframes.

3. Grounds for Submitting a Complaint

A student may submit a grievance concerning:

- violations of ethics or boundaries by faculty, mentors, supervisors, or other students,
- discrimination or bias,
- inappropriate behavior or breach of conduct,
- unprofessional or harmful feedback,
- failure to meet program commitments or expectations,
- administrative issues (hour tracking, payments, access),
- concerns about training quality,
- any situation affecting psychological safety or learning conditions.

4. How to Submit a Complaint

Students may submit a grievance through any of the following channels:

4.1. Submission Channels

- program coordinator,
- lead trainer,
- GMA administration,
- official email,
- feedback form (if available).

4.2. Complaint Format

A complaint may be:

- written (preferred),
- verbal (to be documented by a GMA representative).

It is helpful (but not required) to include:

- student name,
- description of the situation,
- date and context,
- individuals involved,
- preferred resolution (optional).

5. Complaint Review Process

5.1. Acknowledgement

GMA acknowledges receipt of the complaint within **1–2 business days**.

5.2. Case Review

A responsible staff member:

- reviews the information,
- may contact involved parties,
- gathers additional clarification if needed.

5.3. Review Timeline

Standard review time is **up to 7 business days**. Complex cases may take up to 14 days (with prior notification to the student).

5.4. Resolution

GMA may take one or more of the following actions:

- corrective or coaching conversation,
- formal warning,
- adjustment of teaching or administrative processes,
- change of mentor or faculty member,
- disciplinary action,
- modification of schedule or learning conditions,
- referral to an external professional or supervisor.

5.5. Feedback to the Student

The student receives verbal or written communication outlining the resolution and next steps.

6. Appeals

If a student disagrees with the outcome:

- they may submit an appeal within **5 business days**,
- the appeal is reviewed by program leadership or an independent reviewer,

- a final decision is issued within **10 business days**.

7. Confidentiality and Protection of Participants

GMA guarantees:

- protection of personal data,
- respectful treatment of all parties,
- no retaliation toward the student submitting the complaint,
- objective and professional review.

8. Limitations

GMA does not review:

- anonymous complaints containing threats or abusive language,
- issues unrelated to GMA programs or personnel,
- cases outside the organization's jurisdiction (e.g., legal disputes beyond training activities).

9. Final Provisions

- This Policy is mandatory for all students and GMA staff.
- GMA regularly updates the procedures in accordance with ICF requirements.
- The Policy applies to all GMA educational programs without exception.

Global Masters Alliance (founder)
Galina Vdovichenko, MCC ICF

