Complaints and Grievance Policy

Policy Statement Svítání, z.s. - Academy of Equine Assisted Services is committed to resolving complaints promptly and fairly. We value feedback from students and aim to address concerns efficiently to improve our services.

Scope This policy applies to all prospective and enrolled students and covers complaints related to:

- Admissions.

- Course delivery.

- Interactions with staff or lecturers.

- Resources and services.

Informal Resolution

1. **Initial Discussion**: Students are encouraged to raise concerns informally with the relevant staff member or course coordinator or email at Svítání, z.s.@hipoterapie-kurzy.com.

2. **Mediation**: If unresolved, students may request mediation from Věra Lantelme-Faisan.

Formal Complaint Procedure

1. **Submission**: Complaints must be submitted in writing to Svítání, z.s.@hipoterapie-kurzy.com, including:

   o The issue.

   o Relevant details (dates, individuals, events).

   o Desired outcome.

2. **Acknowledgement**: Complaints will be acknowledged within 5 working days.

3. **Resolution**: The Svítání, z.s. will investigate and respond within 15 working days. Outcomes may include explanations, apologies, or actions for improvement.

Appeals Process Dissatisfied students can appeal within 10 working days, providing reasons and any new evidence. Appeals will be reviewed by Věra Lantelme-Faisan, with a final decision communicated within 20 working days.

Support and Confidentiality Students can seek assistance from Svítání, z.s. team members during the process. Complaints are handled confidentially.

Monitoring We maintain records of complaints to identify areas for improvement. This policy is reviewed annually to ensure effectiveness.

Date: 23 January 2025
Created by Věra Lantelme-Faisan and Audrey Darby

Date Reviewed	Reviewed by	Due for review