



COMPLAINTS & GRIEVANCE POLICY

This policy specifies what participants, employees and organisational interns should do if they have suffered any kind of discrimination during any aspect of their programme, including but not restricted to; interactions with our team; in relation to their accommodation; during their internship or at our partner language schools. It also sets out the reporting mechanism should participants, employees or internal interns observe discriminatory behaviour. This policy also recognizes the possibility of our host organisations raising issues in relation to the participants they host. It is our policy to encourage free communication between participants, host companies, employees, internal interns and their branch managers as well as the managing director to ensure that problems can be resolved quickly to the satisfaction of all concerned.

Procedure for Participant Complaint

- Participants are informed during orientation that for minor complaints, these can be directed to their designated support staff from the branch or directly to the Branch Manager
- Emergency cards are provided to participants containing contact details of their Branch Manager. Participants are advised to keep this card with them to ensure direct action when necessary.
- Participants can contact the branch manager immediately either by phone, in person, email or any other method the participant feels comfortable with.
- Complaints will be treated in a serious, prompt and confidential manner. In these cases, the branch manager will set out to follow the procedures set out in Pagoda Projects' risk assessment policy and consult other managers about any future steps if required.
- Non-urgent apartment-related complaints are raised via an online form and prioritised accordingly by our in-country participant support managers
- Participants are informed during orientation that for serious complaints to Pagoda Projects senior management, they can complete the form found at www.pagodaprojects.com/complaints
- The above link can also be shared with our university partners and participant should they wish to make a complaint in retrospect following program completion, so we can manage internally
- The details of the complaint populate on our CRM system only viewable by senior management, unless we feel the need to receive input from involved parties (i.e. branch staff) or the complaint is serious enough to involve our institutional partner (i.e. our university contact if not already aware)
- We decide on a response/resolution internally and share/offer this to the participant
- If the participant accepts the response/resolution, we will share this with our partners at this stage (unless the seriousness of the complaint warranted earlier disclosure)
- If the participant is not satisfied with the response/resolution we will further negotiate and if a resolution cannot be agreed, include our institutional partner (i.e. our university contact if not already aware) for further discussion

Procedure for staff and internal interns

Pagoda Projects recognizes that from time to time employees and internal interns may wish to seek redress for grievances relating to their employment or internship.

If our internal staff have a grievance they are informed primarily speak to their Branch Manager about it and discuss it informally to see if it can be resolved. This informing process can be proceeded through an informal meeting in person, phone call, email or any way that the employee or internal intern feels most appropriate. It is hoped that the majority of concerns will be resolved in this way. All complains will be treated seriously, promptly and confidentially.



COMPLAINTS & GRIEVANCE POLICY

If staff and internal interns feel that the matter has not been resolved through informal discussions, they should set out their grievance in full in writing to Pagoda Projects' managing director, Jamie Bettles, Jamie.Bettles@pagodaprojects.com, phone: +44161 – 8288823 based at Manchester Office. Pagoda Projects will arrange a formal interview/ meeting to discuss any issues and will take appropriate action in dealing with the problem. A written response will be sent out within **5 working days** or for any reason should there be a delay in response you will be informed of this in a timely manner.

Procedure for Host Company Complaints

We provide host companies the opportunity to give feedback on the conduct and abilities of participants via our 'Host Company Feedback Report' template (available in our toolkit) if our institutional partners request it. On place issues are dealt with on an ad hoc basis and involve the following process

- Host company/internship supervisor raises issue (i.e. participant attitude, punctuality, absence without notification or sick note)
- For unexplained absence or potential illness designated Pagoda Branch staff immediately reach out to participant to clarify issue
- For non-health related issues i.e. attitudes, conflicts of personality, Pagoda in-country designated support staff suggest supervisor discuss issue directly with participant if not done so already
- For non-health related issues, after encouragement and advice the host and the participant are unable to resolve issues, Branch Manager will visit host with view to resolve issue with discussion in person
- If situation cannot be resolved, Branch manager will look into the possibility of moving participant to a new company as a last resort.