

APPEALS

ELQN is committed to fairness and transparency in its membership application process, especially when dealing with instances where an application does not proceed as expected. Understanding the importance of each application, ELQN provides a structured and thorough appeals process for institutions whose applications face rejection after the Stage 4 membership evaluation. This process ensures that every institution has an ample opportunity to address concerns raised during the evaluation. Institutions are encouraged to review the evaluation report, submit additional documentation if necessary, and engage with the Membership Committee's review process.

ELQN recognizes the value of diverse institutions in its network and strives to ensure that all applicants are given a fair and equitable chance to present their case.

PROCEDURE

Occasionally, a membership application may face rejection after the Stage 4 membership evaluation. In such instances, the institution's representative can request a review of the evaluation report and may also submit additional documentation addressing the reasons for rejection. If any members of the Membership committee were absent during the primary decision-making meeting, they would be given an opportunity to review the report and any newly submitted documents. The Membership Committee may decide to uphold the appeal, advancing the process to the third stage of the membership procedure. However, if they confirm the original decision, the institution can further appeal as outlined below.

An institution can request an appeal hearing before the ELQN Appeals Committee if:

1. The Membership application remains rejected after both the Stage 4 evaluation and subsequent review.
2. The Membership was revoked for reasons other than the deliberate provision of false information.

Only those members of the Membership Committee who had no part in the initial decision will serve on the Appeals Committee. The appellant is required to submit a comprehensive statement detailing the appeal's basis and any supporting documentation within 10 business days of being informed of their right to appeal. The Appeals Committee aims to assemble within 10 business days of receiving this appeal.

Following their review, the Appeals Committee may:

1. Dismiss the appeal.
2. Commission a fresh evaluation, with costs borne by ELQN.
3. Recommend the Membership Committee either grant or reinstate the institution's Membership.

The Appeals Committee Chair will then relay the meeting's outcome to the executive head, explaining the decision reached and suggesting any additional actions for the Membership Committee.

The Appeals Committee's decision is final, with no further avenues for appeal within ELQN. Institutions looking to appeal further will be subject to an initial fee, refundable only if the appeal succeeds.

COMPLAINTS

ELQN values the integrity of its membership process and is committed to addressing valid complaints against ELQN-membered institutions. However, complaints will only be considered if the complainant has first pursued the institution's available complaint procedures.

All complaints should be directed in writing form to the ELQN Customer Relations Manager to ensure authenticity. For a complaint to be valid, it should precisely describe the issue and be linked to the institution's failure to adhere to membership criteria. While ELQN won't entertain complaints outside this scope, we take valid grievances seriously. ELQN will do its utmost to address the issue, ensuring solutions are satisfactory for all parties involved.

PROCEDURE

When the ELQN Customer Relations Manager receives a complaint, the following process is initiated:

1. The complainant will be contacted, requesting an e-copy of the complaint, duly signed and dated, accompanied by relevant documents. This includes:
 - A detailed written account of the issue, backed by evidence such as the institution's response or proof of a prior complaint submission.
 - Any additional evidence supporting the complaint. ELQN may seek more documents from the complainant to aid the investigation.
2. The complainant must confirm they've fully pursued the institution's complaint mechanisms without a satisfactory resolution or that such mechanisms weren't relevant. Hence, the complainant authorizes ELQN's involvement to seek a resolution.

Following these initial steps, ELQN will:

1. Log each complaint individually, acknowledging receipt.
2. Review the provided documents, seeking further documentation if needed.
3. Contact the institution's head, asking them to probe the complaint and revert with details within 10 working days.
4. Remind the institution's representative of their obligation under the membership process to cooperate in resolving the complaint.
5. Detail the complaint(s) to the institution, suggesting potential resolutions, initially in writing and, if required, through a subsequent meeting.
6. Analyze the institution's response to ensure they are abiding by their membership obligations.
7. Inform the complainant of the results and any recommendations made to the institution.

Both the complainant and the institution's head will be notified upon the conclusion of a complaint. If a more comprehensive investigation is warranted, ELQN will appoint an inspector to conduct an announced visit, examining the foundation of the complaint. If necessary, relevant authorities, will be informed of the complaint and the status of ELQN's resolution efforts.