

Your Complaint/Suggestion Is Our Concern

Dear Trainee,

Since Institute of Banking Studies (IBS) cares about any complaints/suggestion received from trainees at IBS and keens to receive their feedback as a major input to IBS desire to exceed the beneficiaries' expectations. IBS management ensures that IBS staff will handle complaints/suggestions fairly, efficiently and effectively to keep and develop the quality of the training activities and all related issues to be in the best status.

Accordingly, we list hereby for your knowledge how IBS will handle your complaints/suggestions:

- IBS generally deals with any complaint/suggestion raised by trainees in a timely and cost-effective way.
- IBS makes the complaints/suggestions boxes available for trainees in different locations at the Institute premises to make it easy accessed everywhere throughout the Institute. Those locations are:

- Administration Building. -The Training Programs Building. -The Cafeteria.

- Also, IBS management generated a specific email address (complaints@ibs.edu.jo) for any stakeholder benefit.
- Complaints/Suggestions Committee consist of at least two members in addition to the Head of the Committee representing IBS divisions whom been assigned by IBS Director to follow up any issues related to complaints/suggestions received.
- The Committee Head stamps and signs all complaints and suggestions received through any mean of communication and then forward them to the related Division Head to respond no later than three days.
- The Committee provides a report to the Director with their suggested recommendation on the complaint/suggestion based on the related division's response.
- Related division head's will be informed with the Director's directions according to the Committee's report in order to respond officially to the complainant/suggestion applicant, and to response back to the Committee with their response date along with any additional related feedback.



Grievances

- Any complaint related to the implementation of this policy will be pursued through the official communication channels through the Complaints/Suggestions Committee with related Division Head and the Quality Assurance Officer under supervision of IBS Director.
- In the event that you exercised the institution's formal trainee's complaint procedure, and the problems or issues have not been resolved, and since IBS is one of the institutions that been supervised by the Accrediting Council for Continuing Education and Training (ACCET)/USA, You have the right and you are encouraged to:

1. Submit your complaint in writing (by email or mail) to the ACCET office listing the following information:

- A) Your name, contact details and the name "Institute of Banking Studies".
- b) detailed description of the alleged problem(s);
- c) The approximate date(s) that the problem(s) occurred;
- d) The names and titles/positions of all individual(s) involved in the problem(s), including trainer, staff, and/or other trainees;

2. Send your complaint to the following address and you will be replied that your letter had been received within 15 days:

ACCET
CHAIR, COMPLAINT REVIEW COMMITTEE
1722 N Street, NW
Washington, DC 20036
Telephone: (202) 955-1113
Email: complaints@accet.org
Website: www.accet.org

