

## Grievance Policy

Ascent Vision International Limited seeks to ensure equitable treatment of every person and to attempt to solve any grievances in a timely and fair manner. Participants have the right to file a grievance regarding presentation or content, facility concerns, or instructor/faculty behavior. All grievances will be addressed to the best of our ability to prevent further problems. A process for filing grievances can be found below:

- A participant should first attempt to resolve the issue directly with the educator/trainer, staff, or participant with whom they have an issue. If participants are not comfortable approaching the individual, they can proceed to step 2.
- If participants are not comfortable approaching the individual with whom they have a grievance, or are unable to resolve the issue directly, participants should submit a written grievance to the program manager within (14) days. The program manager will review the issue and talk to the student within (14) days of receiving the complaint. The program manager will work with all parties involved to resolve the issue.
- If a participant does not feel the issue is resolved, a written request for an appeal should be sent to [Rachel.kot@ascent-vision.com](mailto:Rachel.kot@ascent-vision.com) for review. This appeal should include the original complaint and reason(s) the participant is unsatisfied with the resolution attempt(s). Appeals are reviewed and a written response will be provided to the participant within (30) days. All appeal decisions are final.



## 申诉政策

睿明国际有限公司致力于确保公平对待每个人，并试图及时和公平地解决任何不满。参与者有权就陈述或内容、设施问题或教师/教师的行为提出申诉。所有的不满都将尽我们最大的能力来防止进一步的发生。提出申诉的程序如下：

- 参与者应首先尝试直接与教育者/培训师、工作人员或与他们有问题的参与者一起解决问题。如果参与者不愿意接近个人，可以进入第二步。
- 如果参与者不愿意与他们有申诉的个人接触，或无法直接解决问题，参与者应在（14）天内向项目经理提交书面申诉。项目经理将在收到投诉后（14）天内审查该问题并与学生交谈。项目经理将与所有相关的各方合作，以解决这个问题。
- 如果参与者认为问题没有得到解决，应向 Rachel.kot@ascent-vision.com 发送书面上诉请求进行审查。该上诉应包括原始投诉和参与者对解决尝试不满意的理由。上诉将被审查，并将在（30）天内向参与者提供书面答复。所有的上诉决定都是最终决定的。

