

## 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 our procedures to deal with your complaints/suggestions:

- IBS generally deals with any complaint/suggestion raised by any trainee in a timely and cost-effective manner.
- IBS makes the complaints/suggestions boxes available for trainees in different locations at the Institute premises as in the following buildings :
  - Administration Building.
  - Training Programs Building.
  - Cafeteria.

- Also, IBS management generated a specific email address ([complaints@ibs.edu.jo](mailto:complaints@ibs.edu.jo)) for any stakeholder benefit through the QR Code beside through IBS website.
- Complaints/Suggestions Committee follow up all complaints/suggestions provided to the institute in paper and/or electronically regarding its content and revert it to the related division head through the director assistant to be replied 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 response according to the Committee's report through the director assistant in order to respond officially to the complainant/suggestion applicant, and to inform the committee by the date, tool used and 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 through the director assistant 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 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) A 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;

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](mailto:complaints@accet.org)  
Website: [www.accet.org](http://www.accet.org)

Last reviewed: 9/ 2024