COACHING-POWERED LEADER: COACH EDITION (ICF LEVEL 1)

# Complaint and Grievance Policy

Lead as Coach (LeadasCoach OÜ) seeks to ensure equitable treatment of every person and to resolve grievances in a timely and fair manner. Participants have the right to file a grievance about presentation or content, facilities or platforms, or instructor or faculty behaviour. All grievances are addressed to the best of our ability to prevent further problems.

## 1. Initial resolution

A participant should first try to resolve the issue directly with the instructor, staff member or participant concerned, as soon as possible and ideally within 5 days of the incident. If the participant is not comfortable approaching the individual, they can go directly to step 2.

## 2. Written grievance

The participant submits a written grievance to the program manager at support@leadascoach.com within 7 days of the incident, or of the end of the initial resolution attempt. The program manager reviews the issue and speaks with the participant within 7 days of receiving it, and works with all parties to resolve it.

## 3. Appeal

If the participant does not feel the issue is resolved, they can send a written appeal to the co-founders of Lead as Coach, Jeanine Reyneke and Lassi Albin, at support@leadascoach.com within 7 days of the resolution attempt. The appeal should include the original complaint and the reasons the participant is not satisfied. Appeals are reviewed and a written response is given within 14 days. Appeal decisions are final.

Participants may also raise concerns about ethical conduct with the International Coaching Federation through its ethics review process.