

EAZA Academy complaint process



Version 1, November 2025

EAZA Academy Complaints Procedure

1. Purpose and Scope

The EAZA Academy is committed to upholding the highest standards of training, integrity, and professionalism. We encourage feedback and are fully committed to resolving complaints in a fair, confidential, and timely manner. This procedure outlines the formal process for addressing complaints raised by participants, tutors, and other stakeholders in relation to Academy programmes and conduct. EAZA Academy and its tutors, participants and hosts are expected to operate under the [EAZA Code of Ethics and Conduct](#).

This procedure applies to issues related to course delivery, materials, administration, behaviour of Academy staff or tutors, and other concerns arising from participation in EAZA Academy training activities.

2. Definitions

A *complaint* may be submitted if a participant, tutor or host is dissatisfied with a specific action, service, behaviour, or outcome relating to EAZA Academy activities. Feedback submitted via evaluation forms or casual communication does not constitute a formal complaint.

3. Who Can Submit a Complaint

This process is available to:

- EAZA Academy participants
- EAZA Academy tutors
- EAZA Academy hosts
- Administrative staff involved in delivery of Academy programmes

4. Informal Resolution

We encourage any concern to be raised directly and informally in the first instance with the relevant tutor, course coordinator, or Academy contact. Many issues can be quickly addressed and resolved in this way.

If informal resolution is not appropriate or unsuccessful, the formal complaint process below should be followed.

5. Submitting a Formal Complaint

Formal complaints must be submitted in writing to: info@eaza.net

To ensure your complaint can be properly assessed, please include:

- Your full name
- Contact details (email and phone number)
- Your role (student, tutor, other)
- Course name and dates
- A clear description of the complaint, including key individuals and dates
- Any supporting evidence
- Your desired outcome or remedy, if known
- Must be in English

Complaints should be submitted as soon as possible, and no later than **one month** after the incident occurred.

6. Complaints Involving Inappropriate Behaviour

If a complaint concerns *inappropriate behaviour*, including but not limited to:

- Sexual harassment or abuse
- Physical or verbal intimidation
- Psychological harassment (including bullying)
- Discrimination or radicalisation

In this case, the complaint procedure outlined in the [EAZA Code of Behaviour](#) should be followed.

Please note: complaints of a general nature should still be directed to the EAZA Academy team via the formal process described above.

7. Complaint Handling and Timelines

Complaints will be handled in confidence by the Director of Member Development in the first instance. They will involve the EAZA Academy Manager or others as appropriate to assist with follow up.

The EEO will acknowledge all complaints submitted within 30 working days and provide information to the complainant about the complaint procedure and timeline.

• Initial Review

- Once your complaint is received, EAZA Academy staff will review it will be reviewed to ensure there is enough information to proceed.
- If the complaint is too vague or lacks detail, we will contact you and ask for additional clarification before moving forward.

• Known Issues

- If the matter raised is already known to EAZA and has been previously reviewed or resolved, the Academy we may respond directly to you without further investigation.

- In such cases, we will explain the situation clearly and outline the relevant outcome.
- **Complaint File Creation**
 - If the complaint moves forward, a confidential complaint file is prepared summarising the main issues.
 - If needed, EAZA may contact relevant parties (such as host, tutors or other participants) for background information.
 - Your identity will not be shared unless you specifically request that it be included. Anonymity is maintained to ensure the focus remains on the substance of the issue.
- **Contacting the Institution or Individual**
 - If the complaint concerns an EAZA Academy tutor, host institution, or external training partner, the file will be shared with the relevant contact person at that institution.
 - They will be asked to respond in writing to the issues raised within a defined period.
- **Resolution**
 - Once all information has been gathered, EAZA Academy will evaluate the responses and determine the appropriate next steps.
 - The complainant will receive a written summary of the outcome and any actions taken.

A resolution will normally be provided within **30 working days**. If the complaint requires more extensive investigation, the complainant will be informed of this delay within **two weeks** along with an estimated timeline for resolution.

8. Resolution and Outcome

The complainant will receive a written response outlining:

- The findings of the investigation
- Any corrective action taken or planned
- Whether the matter is considered resolved

Complainants will be asked to confirm whether the outcome is satisfactory. If not, they may proceed to the appeals process.

All complaints made regarding the EAZA Academy that required action will be reported to the EAZA Executive Committee.

9. Appeals Process

If dissatisfied with the outcome, the complainant may submit an appeal in writing within **31 working days of the date of the receipt of the decision by the appellant** to the **EAZA Executive Director**. The appeal will be reviewed by the EAZA Executive Director who was not involved in the original complaint.

All Appeals must be written in English and must:

- be sent to the EAZA Executive Director within 31 calendar days of the date of receipt of the decision by the appellant; and

- contain sufficient details to enable EAZA to identify the appellant, the decision being appealed, the grounds on which the Appeal is being made, and evidence in support of the Appeal; and
- indicate what steps (if any) the appellant has already taken to resolve the Appeal directly.

The EAZA Executive Director will receive the Appeal and, within 14 calendar days of receiving the Appeal:

- should acknowledge receipt of the Appeal to the appellant;
- may request further information from the appellant, if the Executive Director considers it necessary for the assessment of the Appeal

The Executive Director and two other EAZA Directors not involved in the original complaint will review the appeal and determine whether to uphold the original decision or to grant the appeal. The decision of the Executive Director this group is final. The Executive Director will inform the appellant of the decision within 30 working days after a decision is made.

10. Confidentiality and Records

All complaints will be treated with appropriate confidentiality and shared only with those directly involved in resolving the matter. With the complainant's consent, anonymised cases may be used to inform quality improvement and staff training. Records of formal complaints will be retained securely for **five years** and then destroyed in accordance with EAZA's data handling policies.

11. External Referral

Where required by law or policy, or in situations involving serious misconduct, EAZA reserves the right to refer the matter to relevant legal authorities or professional oversight bodies.