



Cofunded by the European Union



Norwegian Embassy
Islamabad



Don't be afraid or shy, it is your social responsibility and right to object to wrong-doings and misconducts!

You can email us at




 complaints@tvetreform.org.pk

to submit the complaint!

TVET Sector Support Programme

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
Sector G-5 | Plot #: 03A/3, GIZ Heights | Diplomatic Enclave,
Islamabad | Pakistan.

+92 (51) 111 449 376  info@tvetreform.org.pk

 www.tvetreform.org.pk  /Pakistan.TVETRSP/  @TVETRreform  TVETRSP



Implemented by

giz Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH



Guide to Resolving Complaints!

This guide is designed to help you understand the complaint procedures of the TVET Sector Support Programme

FEEDBACK AND COMPLAINTS

Misconduct or Dissatisfaction with Quality! Report it...

- If any or a combination of the following misconducts are happening in your surroundings:
 - Irregular procurement practices;
 - Bribery and forgery;
 - Exploitation and misuse of resources;
 - Favoritism and nepotism; and
 - Theft
- If any or a combination of the following factors feeds to your feeling of dissatisfaction about the quality of the training programme you are participating:
- Teaching staffs (instructor, co-instructor and lab/shop assistant) don't pay necessary attention to your learning progress;
- Teaching staffs (instructor, co-instructor and lab/shop assistant) don't seem to possess adequate knowledge and skills in the occupation and thus affect your learning progress;
- Classroom (including lab and workshop) and workplace environments are ill-equipped and affect your learning ability;
- Occupational safety and health measures are taken up lightly both at the classroom and at workplace environment;
- Resource persons don't provide you with sufficient information about the prospects of employment; and
- Learning settings are environmentally hazardous, promotes sexual harassment, drug or alcohol abuse, conflict, violence or discrimination on the basis of gender, religion, social status or ethnicity.



Complaint Handling Procedure

TVET SSP encourages the complainant to make a good faith effort to obtain satisfaction by communicating directly with the Organization officials, employing their internal complaint processes.

01

TVET SSP only accepts a complaint submitted in a written form in the standard format which can be downloaded from this link:
<https://tvetreform.org.pk/workplace-based-training/>

02

TVET SSP, as soon as it receives your complaint, will send you an acknowledgement.

03

While processing the complaint, TVET SSP will contact:

- the complainant to gather and compile any complementary information which might be needed to process the complaint;
- the Organization against whom the complaint is received; and shall investigate the facts supplied by all parties;
- adjudicate the complaint; and
- notify all parties of its findings and determination

04

The average time needed to process a complaint is approximately 30 business days.

05