







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.

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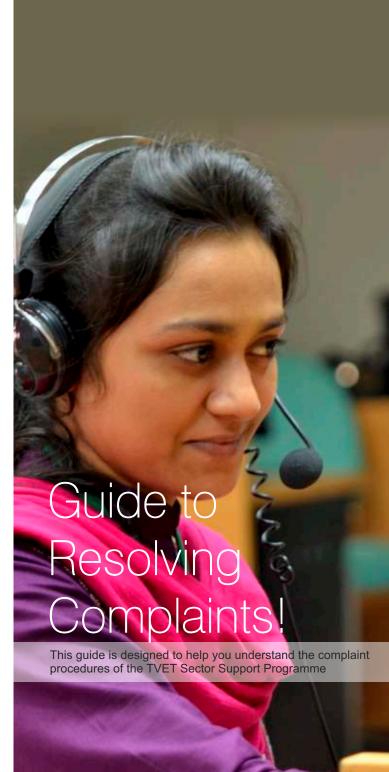
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FEEDBACK AND COMPLAINTS

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
 - Thef
- If any or a combination of the followings 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 lap 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. TVET SSP only accepts a complaint submitted in a TVET SSP, as soon as it receives of your complaint, will send you an acknowledgement. While processing the complaint, TVET SSP will contact: 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; The average time needed to process a complaint is approximately 30 business days.