



Complaint Policy

National Award Operator - Mauritius

COMPLAINTS POLICY

The Duke of Edinburgh's International Award – Mauritius is committed to provide a high-quality experience for all participants, parents, volunteers, and stakeholders. This complaint procedure outlines the steps to take if you have a concern or complaint about any aspect of the programme.

Purpose : To ensure complaints are handed fairly, promptly, and effectively.

Scope: This procedure applies to all participants, parents, volunteers, staff, and other stakeholders.

Submitting a Complaint

Eligibility: Any participant, parent, volunteer, staff member, or stakeholder can submit a complaint.

Types of Complaints: Complaints may relate to program administration, participant safety, fairness in assessments, staff conduct, or any other relevant issue.

Submission Channels

In Person: Visit the Award Office (Citadelle Mall, 8th Floor, Port Louis) during working hours

Email: Send your complaint to dofemauritius@gmail.com.

Online Form: Complete the complaint form on our website at mys.govmu.org.

Phone: Call us on **206 1781**

By Post: Award Office, Ministry of Youth and Sports, 8th Floor, Citadelle Mall, Port Louis.

Information Required:

- Your name and contact details
- Description of the complaint
- Relevant dates and locations
- Any supporting evidence (documents, photos, etc.)

Acknowledgment of Complaint

You will receive an acknowledgment of your complaint within 2 business days.

Investigation Process

A designated team or individual will be responsible for investigating complaints.
The investigation will be completed within 30 days of acknowledging the complaint.

Resolution and Response

Findings: A summary of the investigation findings will be prepared.

Action Plan: If applicable, an action plan will be developed to address the issue or improve processes.

Response: A detailed response will be provided to the complainant, including the findings and any actions taken.

Documentation and Record Keeping

Confidentiality: All complaints and investigations will be documented and stored securely, maintaining confidentiality.

Records: A log of all complaints, investigations, and resolutions will be kept for future reference and compliance purposes.