**Discrimination Complaint Procedure**

1. **Purpose**

To provide a safe, fair, and confidential mechanism for individuals to report instances of discrimination, ensuring accountability and promoting an inclusive environment.

2. **Scope**

This procedure applies to all employees, students, contractors, visitors, or other individuals who interact with the organization.

3. **Definitions**

* **Discrimination**: Unfair treatment based on bullying, race, gender, religion, national origin, age, disability, sexual orientation, or other protected characteristics.

**Complainant**: The individual reporting the alleged discrimination.

* **Respondent**: The person alleged to have engaged in discriminatory behavior.

4. **Complaint Filing Procedure**

* **Step 1: Report the Complaint**
  + The complainant should submit a written or verbal report to TQTI Manager, a designated supervisor, or the Equal Opportunity Officer.
  + Anonymous complaints are accepted but may limit investigation effectiveness.
* **Step 2: Documentation**
  + All complaints must be documented, detailing:
  + Date, time, and location of incident
  + Parties involved
  + Description of behavior or action
  + Witnesses (if any)

**Step 3: Preliminary Assessment**

* + A primary review will be conducted within 2 working days to determine if the complaint falls within the scope of this procedure.
  + If appropriate, a formal investigation will commence.
* **Step 4: Investigation**
  + Conducted by TQTI Manager.
  + Both parties may provide evidence, witnesses, and statements.
  + Findings will be reviewed, and a decision made regarding any corrective action or disciplinary measures.
  + Investigation to be completed within 3 working days.
* **Step 5: Resolution**
* After step 4, the complainant will be informed directly of the outcome.

**Protection from Retaliation**

* No individual shall be retaliated against for submitting a discrimination complaint or participating in an investigation.
* Retaliation complaints will be treated seriously and investigated separately.

6. **Confidentiality**

* All complaints will be handled discreetly.

7. **Appeal Process**

* If dissatisfied with the outcome, the complainant may appeal to third party (ROP).

8. **Training & Awareness**

* Regular training sessions and awareness programs will be conducted to educate individuals about rights, responsibilities, and complaint procedures.



**Dr. Samir Al Bahrani**

**Manager of Institute Next Review 25 / June/ 2026**

**25 / June / 2025**