



# 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**

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**Next Review 25 / June/ 2026**