
	<b>PUNJAB BOARD OF TECHNICAL EDUCATION</b> 21-A, KASHMIR BLOCK ,ALLAMA IQBLA TOWN, LAHORE. Ph. No. (042) 99260266, 99260193-4 Fax No. 042-37804681		
	<b>COMPLAINT MANAGEMENT POLICY</b>		
	Doc Code: PBTE/CA/P-CMS/02	Rev No. 00	

## COMPLAINT MANAGEMENT POLICY

The Policy on Compliant Management is intended to ensure a consistent approach to the resolution of complaints from complainant, assessors, staff and other stakeholders. The objectives of the policy are to maintain a high level of public confidence and trust in the stakeholder, incorporated while working to continuously improve the programs.



### POLICY STATEMENT

It is the policy of PBTE that all complaints shall be investigated and responded to as quickly and thoroughly as possible and resolve at the lowest possible level of the organization. This policy shall be followed for all complaints lodged against the PBTE. All complaints shall be investigated and response provided to the complainant as expeditiously possible under the circumstances.

### POLICY AND PROCEDURES



Following is the procedure:-

1. Trainees / candidates are entitled to submit written complaint alongwith supporting documents, against any irregularity in assessment, directly to Principal / Manager Assessment Center.
2. The Principal / Manager Assessment Center.will depute another CBT- instructor to probe the matter, verify assessment evidences and put up report to Principal / Manager Assessment Center..
3. Principal / Manager Assessment Center.is bound to decide the matter within one week from the date of receipt of complaint and will intimate trainee in writing.
4. In case trainee feels dissatisfied with the decision of Principal / Manager Assessment Center., the trainee may submit Appeal to the **“Appeal Committee**

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**PBTE**” on prescribed proforma; alongwith all necessary documents as well as PBTE processing fee.

5. Incomplete cases will not be processed by **“Appeal Committee PBTE”**
6. Appeal Committee of PBTE will evaluate the documents of the case. The Committee may invite Assessor / Principal / Trainee for further query in the matter as per requirement. No TA/DA will be paid by PBTE in this regard.
7. Complaints related to Final Assessment may directly be submitted to the **“Appeal Committee PBTE”** by the trainee/candidate on prescribed proforma along with all necessary documents
8. Legal representation / council are not allowed in the appeal cases.
9. Appeal Committee is bound to finalize the appeal case within 15-working days, from the date of receipt of complete appeal case and the trainee / candidate will be informed about the decision.
10. Decision made by the Chairperson PBTE will be final and cannot be further reviewed by any other authority.
11. Convener Appeal Committee will furnish quarterly report of appeal cases to Chairperson PBTE.

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## Trainee Appeal Form

This form will be used by to submit Appeal to PBTE, Lahore. Before submitting Appeal/Complaint, complainant are expected to read Complaint Management Policy available at website: [www.pbte.edu.pk](http://www.pbte.edu.pk)

The form must be complete in all respect and following must be attached with the form before sending it to Appeal Committee PBTE:

1. Copy of CNIC
2. Undertaking declaring that contents of Appeal/Complaint are true & correct.
3. Supporting Documents
- 4.

Complainant Contact Information	
Complainant Name	
Father's Name	
CNIC No.	
Address	
Tel/Mobile No.	
Email	
Trainee Academic Information	
Name of Institute	
Course & Level	
PBTE Registration No.	
Admission Date	



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**Write your Appeal / Complaint clearly & briefly**

**What remedy are you seeking to resolve the matter?**

**Complaint Signature:**

**Date:**