

**The Beauty Lab**  
**MALPRACTICE & MALADMINISTRATION POLICY**

**Introduction**

The policy of Malpractice and Maladministration is directed to help our learners who are particularly enrolled for their respective training at The Beauty Lab. The policy will serve as a guideline to the concerned staff who are authorized to see that it is properly implemented and investigated.

**Centre's responsibility**

The center takes responsibility to make the newly enrolled learners as well as staff members aware about the policy. Moreover, the center has authority to prevent and investigate such issues when reported.

**Annual Review**

The policy shall be reviewed and renewed annually based on the feedbacks received by our learners and staff.

**Malpractice and Maladministration by definition**

Malpractice is when someone from within the center or outside, intentionally violates the assessment process through biased or discriminatory practice towards the learners. It can be related to any technical, administrative, examination or teaching practice that hampers fairness of the learning and/or certification process.

Maladministration is when anyone goes against the administrative policy of the center.

**Process for reporting an issue**

Anyone who would like to report a case of malpractice or maladministration needs to do so in writing/email and give it to the Operation Head within 1 week of the said event. The name and contact details need to be clearly mentioned for the requirement of further evidences/investigation. The center assures full confidentiality when it comes to the identity of the complainant.

**Center Assurance**

The center assures that any investigation done against the complaint shall be independent and the final report shall be provided in writing to the Operation Head within 25 working days from the day, the complaint is made. Those suspected to be involved in malpractice or maladministration shall be informed and investigated. And if proven, even legal actions can be taken against the accused.

If the allegation is against the center's staff, they might be suspended (depending on the severity of the complaint) until the investigation is complete, so as to avoid any kind of interference or interruption during the investigation.

Throughout the investigation the Head of the Operation will be responsible to monitor the process and ensure a fair practice.

Signature:

Name:

Designation:

Date: