

## Official Case Application

Before filing your case to the ICB, please ensure that the case has tried to be resolved in the following manner:

1. Trying to resolve the situation between the two LC's
2. Trying to resolve the situation between the two MC's
3. In case both the previous stages did not result in a prompt solution then the ICB is to be approached.

Once you have determined that the ICB will be approached you must:

1. Fill out the Official Case Application in this document
2. **Important!** Along with submitting this countries must sign the last paragraph stating that they have brought the case forward to the ICB for arbitration and after an analysis of the case the ICB will find a solution and take a decision on the case. They will accept and act on that decision.

From that point, the country responding to the claim will have **ONE WEEK\*** to submit the response.\*\*

\* Each party has one week to respond to our email. In case more time is needed, they will have to mail us for more time (how much time and why). If we does not get any information or response in one week, ICB will proceed with case-solving without those details with all the consequences for not-responding party.

\*\*The entire process will have to be quicker in case the case is of an ONGOING traineeship, in which case the Intern or Company needs a solution ASAP. In this case we will change all one-week timelines to 3 days.

Once we have received the response to the claim we will email the countries to provide us additional information which needs to reach us **ONE week** from the date of the email. In case the country cannot meet this deadline then the country can ask for additional time, mentioning the time needed and the reasons for the same.

Once all information is received, the ICB will provide a recommendation within **FOUR WEEKS**.

Country **PLACING** claim is to fill out portions of document in **RED ONLY**.

Country **RESPONDING** to claim is to fill out portions of document in **BLUE ONLY**.

### Case Information

<b>Date of Claim</b>	22/03/2015
<b>Country placing Claim:</b>	AIESEC MAINLAND CHINA
<b>TN/EP Identification number:</b>	EP-In-CN-ZJ-2014-2113, EP-In-CN-ZJ-2014-2107
<b>Country Contact Name</b>	Chenchen Qiu
<b>Country Contact Email</b>	qiuchenchenisabella@gmail.com
<b>Date of Response</b>	
<b>Country responding to Claim</b>	
<b>TN/EP Identification number:</b>	
<b>Country Contact Name</b>	
<b>Country Contact Email</b>	

### Complaint

<b>Reasons for complaint</b>
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Dear ICB,

My name is Chenchen. I was an EP from LC ZJU, AIESEC Mainland China. I am going to complain about AIESEC Jordan. After I broke the realization, I found a new Chinese intern for the company to continue my job. This intern is a Chinese student who graduated from a university in Jordan. She is not from AIESEC. We worked together for 3 days to hand over all the work and clients to her. But before I left Jordan, our manager didn't give me all the salary I should get on Feb. He deducted my salary on the public holiday which was announced by the government for the snow storm. This holiday should be paid. We had an argument in the office and he yelled to me that I don't have right to ask for the money, because I am just an intern in the company. He can choose to whom he will pay, because he owns the company and that is all his money. I think what he did and he said totally violates the AIESEC rules and even the labor law. The new intern heard everything by herself. And she choose to leave because she said she can't work for this kind of manager. But AIESEC Jordan and the company manager are asking me for refund 450JD(630 USD). The new intern left by her own choice and the manager framed me that it is me that push her to leave.

My boyfriend Jingyao left the company with the manager's agreement. The manager appreciated his job in these 7 months and said that he understood and respected his choice. AIESEC Jordan asked from this manager 250JD to raise a new TN and asked another 250JD from Jingyao for the refund to AIESEC Jordan. We all cannot understand why we should pay the refund. We read the contract between us and AIESEC Jordan and we didn't find anything about refund. And before that Sami (VP AIESEC Jordan) even told me I need to pay the refund as much as he and Mr. Bashar discussed. I think it is totally wrong to ask for the refund without any paper to show the rules and policies.

From August 10<sup>th</sup> to March 3<sup>th</sup> I took the GIP program to work for Adam Travel & Tourism in Amman, Jordan. I always appreciate the goal of AIESEC to provide young people with chances to experience different culture. I took two GCDP before in Ukraine and India. I changed and got a lot from these experiences. So I decided to take GIP during the year after my graduation from university. But during the internship, I was disappointed by the company and AIESEC Jordan. AIESEC Jordan and the company manager Mr. Bashar sent two complaints to ICB before. I think I have the right to explain what they said and defend for myself.

**I swear that what I am going to say here is all truth. I will try to stand in a objective position to describe what happened during these 7 months and try not to exaggerate things because of emotion.**

**AIESEC Jordan's complaint:** "She didn't inform AIESEC the SE or HE about the problems that she had in work so i think it is her responsibility to inform AIESEC."

**My respond:** The unsatisfied feeling about our boss Mr. Bashar has bothered me and another EP from Indonesia in our company- Raras for quite a long time. We thought about talking to Sami (VP in AIESEC Jordan) about this problem. But we felt he was always busy. Because every time when Jessica (another EP) asked him to follow up with her residency which was issued after 4 months since her arrival to Jordan, he always replied that he was very busy. So we felt it is not good to bother him and we can solve the problem by ourselves. After our boss asking Sami to join the meeting about our being late at work, Raras and I talked all about the problem. How he always didn't remember what he said, how his training to us is not professional, how he always blamed us for any reason, even it's not all our fault. We said we feel unhappy working here and the manager Mr. Bashar didn't consider of our feelings. He didn't respect us. Sami listened and just said that he trusted us and we can solve this problem. He didn't talk to the manager about our feelings and we really wish he can do it. Because we tried to talk with Mr. Bashar and he said he is the manager in the company and he can decide everything. So we felt what we tried to say is useless. He sometimes even didn't let us finish what we want to say.

Now I feel unfair that he said we didn't inform him. AIESEC Jordan didn't invite us to and organise any events after the end of September. One EP wanted to join an AIESEC Jordan event. He texted MCP and VP, but he got a very late reply after many days. And they didn't let him join the event. So after a lot of things happened, we didn't feel we are very close to AIESEC Jordan. At first we didn't think they can really solve our problem.

**AIESEC Jordan's complaint:** "he show me the schedule of attendance and she never came on time. she usually come after one hour and a 30 minuets to the work."

**My response:** I admit that Raras and I are always late at work. And I feel it is truly my fault. But I think Sami exaggerated the truth here. We should come to work at 8 am. But we usually come during 8:20 to 8:40. Not being late for one hour and a 30 minutes.

**AIESEC Jordan's complaint:** "Safety issue was a "lie" to leave AS Chechen said."

**My respond:** I really didn't said it was a lie. What I said is that safety is not an important for me to leave Jordan and it is not the main reason. But after the terrorism happened, my parents are very worry about me. I explained to them that I feel very safe in Jordan and don't think too bad because of the media. But I can't convince them. They insist me to leave Jordan. As most of the Chinese family, I am the only child in the family. I really don't want my parents to worry about me, which influenced their normal life.

**AIESEC Jordan's complaint:**"The Case of Chenchen's room mate is a another case witch is not related to Chenchen, and we already solved it, the delay wasn't from AIESEC side it was from the Ministry of Interior and intelligence. i followed up on it more than 10 times before we solve it and the intelligence interviewed the president of AIESEC in Jordan then they gave the approval for her residency. Plus we helped her to extend the visa and we helped her to do the medical test. so there was continuous follow up on that issue until we solve it."

**My respond:** Jessica (the EP he mentioned above) wrote the complain about AIESEC Jordan and wanted to prove that they didn't fulfill their responsibility. We are really confused why she should extent the visa, which cost her a lot money. Jessica, Avery and I are all from China. Avery and I didn't extend visa before. We spend 2 months to get the residency. We had an interview in the intelligence with the officer to explain our program in Jordan. But why does she spent 4 months to get the residency? She paid again a lot money for the overstay. And after her visa was extended, she contacted Sami a lot of time asking about residency. And Sami always said he was busy. We all think he didn't do his work very well.

Jessica also said about she didn't know anyone from AIESEC Jordan except Sami. She came to Jordan in October. After she came, there was no welcome events. She feels very sad about it. But Sami didn't respond about this complaint. We still want to know the reason.

**AIESEC Jordan's complaint:**the manager was talking about the commitment of work and he doesn't care about the result as much as he see commitment and he said he wants her to stay, then he said "you can leave

any time you want" if there is no commitment from her side, and Chenchen knows that he didn't mean that as much as he want her to stay.

**My respond:**To be honest, I really don't know he didn't mean it. At that moment,Mr. Bashar yelled very loud and said he doesn't need us in the company. We can leave the country anytime you want. He said he has a lot of business and market. He doesn't need China and Indonesia Market. I took it like I am not that important in the company. My Indonesian co-worker Raras understand it in the same way like me. She also felt very disappointed. So not only me understand like that.

**AIESEC 's complaint about Avery(Jingyao):**For jingyao Zhang's case:He didn't inform AIESEC that he would find a replacement for him, and the person replaced is not under the responsibility of AIESEC. I will forward the email with the Manager of Zhang's company Mr Saleem. and Mr Saleem asked for that not AIESEC.

**My respond:**

Actually Avery doesn't understand why Sami asked 250JOD from him from what he said.

He guessed that Sami promised Mr Saleem to find another intern for him and give him 50% discount, so that he should pay for that 250JOD.

He left Jordan with Mr.Saleem 's agreement and he said he did a god job for his company. In addition, there is no policy on the contract shows that if leave before the end of the contract he should pay for the discount.

**I read the complaint from Mr. Bashar and I found he didn't say the truth and exaggerate something. So here are me responds. (from Chenchen)**

**Mr. Bashar's complaint:** "My story is started when we at Adam travel and Tourism give the best experiences and knowledge for Ms Chenchen's from the day 1 she attend to our offices, We used to have meeting and give tasks for each employee to let him understand how she can develop herself."

**My respond:** It is true that he had meetings for us and gave us tasks to finish. But Raras and I both thought his training was not professional at all. He never prepared normal presentation for us to introduce the company and business with facts and numbers. He just said what he wants, which was without logic at all. After these meetings, we didn't feel we learned a lot. About Chinese Market, he didn't learn it before. I wasted a lot of time to write reports and explain the simplest facts in China, which exist on the Internet everywhere. When I suggested something about company (He asked us to do this) and about China Market. He didn't want to hear the problem we found in the company. He just said he is the boss and he considers the employees as little peanuts. The employee should only listen and follow. This was not my exception for

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