

## Beneficiary Communication Policy

1. Each trainee creates a personal account on the platform, linked to a username and password.
2. The platform provides a dedicated page for communication with the service provider.
3. The trainee selects the department to which they wish to address a question, complaint, or inquiry through the platform, writes the message, and submits it to the service provider.
4. All inquiries received by the service provider are reviewed daily and directed to the concerned department for appropriate handling.
5. Communication with participants is carried out via email and direct contact through the available channels in the participant's account, in order to provide the service and respond to the submitted inquiry.