

## COMPLAINTS POLICY

### SCOPE

This document sets out our complaints policy and is aimed at our delegates/trainers/consultants who receive a direct or indirect service from CC Learning.

We endeavor to provide the best experience but please be assured we take all complaints seriously.

### REVIEW

We will review on an annual basis as part of our continuous need for improvement.

### HOW SHOULD I COMPLAIN?

You are welcome to submit your complaint in writing to [courseadmin@cclearning](mailto:courseadmin@cclearning) preferably, or verbally if this is not an option. Please advise the following:

- Your full name and contact details
- Full description of your complaint including dates and times as relevant
- Details of the course attended if relevant
- Details of the exam sitting if relevant
- Copies of any evidence relating to the complaint (any relevant communications, screenshots, etc.)

### PROCESS TO BE FOLLOWED

Our Course administration will confirm receipt of the complaint within the same business day.

The responsible staff member will try to resolve within 1-2 business days. If this is not possible and based on the complaint's complexity, impact on other activities and urgency he/she will refer the case to Management, as necessary. Management will proceed, ensuring that the investigation is carried out in a prompt and effective manner and in accordance with any internal procedures. We aim to investigate the complaint and report the outcomes and decisions regarding the complaint in writing within 3-5 business days.

The complainant is welcome to escalate further to Regulatory Authorities or Test Owners if they believe that they have been treated unfairly throughout the process, no feedback has been provided or if they disagree with the final decision.



To view the complaints policies of our accreditation bodies, please refer here for

PeopleCert - <https://www.peoplecert.org/terms-of-service-and-privacy-policy#appeals-policy>

APMG - <https://apmg-international.com/copyright-legal-policies>

## **SUCCESSFUL COMPLAINTS**

In situations where a complaint has been successful, or where an investigation indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- Identifying any other trainee/candidate and person/organization affected by that failure.
- Correcting, or mitigating as far as possible the effect of the failure.
- Reviewing and amending our arrangements, where appropriate, to reduce the likelihood that the failure will reoccur in the future.
- Starting disciplinary procedures against individuals or organizations whose behavior was not appropriate in accordance with our procedures and requirements.

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