

## **CPD Solutions' Complaints Policy**

The CPD Solutions Complaints Policy for PgCerts can be found at:

<https://www.cpd-solutions.com/terms-and-conditions/postgraduate-certificate-terms-and-conditions/>

### **PgCert Complaints Policy**

We always aim to provide a high standard of service to our PgCert students. However, if you have a complaint, please submit this in writing by email to [courses@cpd-solutions.com](mailto:courses@cpd-solutions.com). We will acknowledge receipt of your complaint within 3 working days. If you do not get confirmation that we have received your complaint within 3 working days of submission, please call us on 0151 328 0444 to confirm that we have received it. We will address your complaint as soon as possible after it is received and will inform you of the progress of the investigation in due course.

### **Complaints Procedure**

1. Following receipt of a complaint, CPD Solutions carries out a formal investigation\*. This is normally conducted by a senior member of staff.
2. Once the investigation is completed, a report is generated setting out the findings and this is discussed with the Managing Director.
3. On conclusion of the investigation, the decision of the investigator and the CPD Solutions Managing Director, detailing the findings, will be sent in writing to the student.
4. If the complaint is upheld, then appropriate action is taken to address the complaint.
5. If the student is satisfied that all concerns and issues have been resolved, the matter will be considered closed.
6. A student has the right to appeal in writing against the findings of the investigator within 10 calendar days. The appeal should include details of the grounds for appeal. If an appeal is not upheld, a Completion of Procedures Letter will be sent to the student within 28 days.

\*If the complaint is an academic complaint, this is dealt with by the University Partner, following their academic complaint procedure.