

## Global-CPD Complaints Policy

### 1. Purpose

This policy ensures that all complaints received by Global-CPD from learners, partner institutions, or stakeholders are handled fairly, consistently, and promptly. We value feedback and view complaints as an opportunity for improvement and refinement of our training programs and services.

### 2. Scope

This policy applies to any formal complaints regarding:

- Global-CPD training programs and services
- Communication, coordination, or administration
- Conduct of Global-CPD staff, trainers, or associates

### 3. Informal Resolution

Whenever possible, complaints should be resolved informally by speaking directly with the trainer or program coordinator involved. These discussions should take place within 7 days of the issue and are encouraged as a first step.

### 4. Formal Complaints Procedure

If informal resolution is not possible or satisfactory, a formal complaint may be submitted via email to:

 [support@global-cpd.org](mailto:support@global-cpd.org)

Formal complaints should be submitted within 14 days of the issue and include:

- Full name and contact details
- Name of the program or event
- Description of the complaint and relevant context
- Supporting documents (if any)
- Desired resolution

### 5. Investigation and Response

- The complaint will be acknowledged within 3 working days.
- An investigation will be conducted by a senior staff member not involved in the issue.
- A written response will be provided within 10 working days of acknowledgment.

## 6. Appeals

If the complainant is dissatisfied with the outcome, they may appeal within 7 days of receiving the response. The appeal will be reviewed by a senior management panel and a final decision will be issued within 10 working days.

## 7. Confidentiality

All complaint-related information will be treated confidentially and in accordance with Global-CPD's Data Protection Policy.

## 8. Policy Review

This policy is reviewed every **two years** by the Internal Quality Assurance Team or earlier if required by changes in delivery format, technology, or stakeholder needs.

For questions or concerns related to this policy, please contact:

### Global-CPD Administrative Office

 Email: [support@global-cpd.org](mailto:support@global-cpd.org)

 Website: [www.global-cpd.org](http://www.global-cpd.org)

## Document Control

**Policy Title:** Complaints Policy

**Policy Reference:** CPD-POL-02

**Effective Date:** 04.09.2008

**Next Review Date:** 04.05.2024

**Version Number:** V9.0

**Policy Owner:** Academic Coordinator, Global-CPD

**Approval Authority:** Director, Global-CPD

**Status:** Active

## Revision History:

Version	Date	Author	Description / Changes
1.0	04.09.2008	Osman Bedel	Initial policy draft and approval
2.0	01.09.2010	QA Team	Clarified complaint steps; added informal resolution
3.0	03.09.2012	QA Team	Updated submission and response timeframes
4.0	02.09.2014	QA Lead	Introduced written complaint format and escalation steps
5.0	01.09.2016	Osman Bedel	Incorporated stakeholder feedback; streamlined language
6.0	03.09.2018	QA Team	Aligned with GDPR and expanded confidentiality clause
7.0	01.09.2020	QA Team	Expanded scope to include third-party complaints
8.0	02.09.2022	Policy Officer	Added contact info section and support details
9.0	04.05.2024	Osman Bedel	Full revision and formatting under new Document Control