

Complaint Procedure

1. Purpose and Scope of the Procedure

The purpose of this procedure is to ensure an efficient and effective process for handling complaints, as well as to conduct a thorough analysis of the causes of any discrepancies. Based on this analysis, corrective and preventive actions are implemented to eliminate problems and prevent their recurrence.

2. Submitting a Complaint

2.1. Submission Method:

1. Complaints can be submitted in writing (by registered mail to the organizer's address or via the email provided on the organizer's website).
2. It is recommended to keep proof of complaint submission (e.g., mail receipt or email confirmation).

2.2. Complaint Content:

1. The complaint should include a detailed description of the discrepancy between the service and the offer.
2. Client details must be provided (first name, last name, address, contact information) along with information identifying the service (e.g., training date, certificate number, invoice number).
3. Supporting evidence, such as photos or videos documenting the discrepancy, should be attached.
4. The client should specify their demands, e.g., completing missing elements, price reduction, or rescheduling the training.

3. Procedure Description

3.1. Complaint Handling Process:

1. Registration of the Complaint:

- a. Acceptance of complaints submitted within the specified period, in written (traditional mail) or electronic (email) form.
- b. Sending a response confirming receipt of the complaint.

2. Formal Verification:

- a. Acceptance of the complaint in terms of formal requirements and forwarding for substantive analysis.
- b. Analysis of evaluation surveys regarding reported discrepancies.
- c. Rejection of complaints due to formal deficiencies.

3. Substantive Analysis:

- a. Recognition of the complaint's validity and forwarding for consideration.
- b. Rejection of the complaint.

4. Proposed Solution:

- a. Presenting a proposed solution to the client.

- b. Client acceptance of the proposal and closure of the complaint.
- c. Lack of acceptance leads to escalation of the issue.
- 5. **Analysis of the Complaint Process:**
 - a. Evaluation of the complaint handling process.
- 6. **Client Contact:**
 - a. Negotiations with the client to reach a satisfactory solution.
- 7. **Complaint Closure:**
 - a. Formal completion of the complaint process.
- 8. **Corrective Actions:**
 - a. Implementation of corrective actions (e.g., updating training materials, verifying compliance of the offer with the program) to prevent similar issues in the future.

3.2. Deadlines:

- 1. **Complaint Submission Deadline:**
 - a. Complaints must be submitted within 14 days from the date of training completion.
- 2. **Resolution Deadline:**
 - a. Complaints will be reviewed, and the client informed of the decision (acceptance or rejection) within 30 business days from registration.
 - b. If no response is given within this period, the complaint will be considered positively resolved by default.
- 3. **Client Response to Proposed Solution:**
 - a. The client has 14 business days to respond to the proposed solution.
 - b. Failure to respond within this period will be treated as acceptance of the proposal.
- 4. **No Further Dialogue:**
 - a. If the client ceases to respond and does not engage in further dialogue, the complaint may be considered closed.

4. Forms of Compensation

4.1. Material and Non-Material Compensation:

- 1. Partial or full refund may be provided, e.g., in case of training cancellation by the organizer or reduction of training hours.
- 2. Scheduling a new training date, e.g., due to the instructor's illness.
- 3. Additional online training hours covering theoretical topics if they were not sufficiently covered during the course.
- 4. Additional in-person training hours during group courses, e.g., if the training program did not match the advertised content.

5. Complaint Records

- 1. All submitted complaints are recorded.