



Student Complaints Policy

Our aim is to provide a professional and friendly customer care experience which complements the high standard of training delivered, to ensure that all customers of CAE leave entirely satisfied with their training experience.

In order to fully meet your expectations, it is important that we receive your feedback; which will be requested at specific points in your training. In addition to this there are several informal channels through which it is hoped that most problems can be resolved. If, however you are not satisfied and wish to pursue a formal complaint, this will be recorded, treated seriously and impartially by the team responding. The process is created to cover complaints of existing students at CAE, not those who have ended their training.

How does the complaints procedure work?

- **Step 1** - If you feel unable to resolve your concerns informally you should detail your complaint in writing to the Customer Services Manager at the relevant location. To assist the process, your written complaint should include details of the main issue of concern, an outline of any informal discussions already taken place to resolve the matter (including the names of any employees involved in these and the relevant dates) and a summary of the resolution/outcome that you are seeking.
- **Step 2** - A written acknowledgement from CAE will be sent confirming receipt of the complaint.
- **Step 3** – The Customer Services Manager will forward the complaint on to the appropriate Department Head for investigation, and you will be invited to a meeting so the business may further understand the detail of your complaint. This meeting will take place within 14 days of receipt of your complaint.
- **Step 4** – The matter will then be fully investigated with the intention of reaching a resolution to your complaint in a timely manner.
- **Step 5** – Once the investigation has been completed, you will be invited to a further meeting to discuss the outcome of the investigations with the manager responsible for the investigation or a designated person acting on their behalf. The Customer Services Manager or their designate will also be in attendance.
- **Step 6** - A written response to the complaint, including detail of any corrective action agreed will be sent to you.
- **Step 7** - You will be given the right to appeal against the decision. Any appeals should be made within five days of receipt of the outcome letter. At this time you should detail the reasons for your appeal.

In the interests of transparency, fairness and integrity, any investigation will be conducted through a process of open correspondence, unless there are pressing reasons for any information to remain confidential or you have requested in writing non-exposure to a sponsor.



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In the event that the complaint remains unsolved with no reached outcome or verdict then you have the right to request that the complaint is escalated to a secondary panel of adjudicators. The secondary panel will be made up of two panelists, one of which will be independent to the running of the local Academy and the second will be a local Academy Manager who has not been involved in the process during any of the above steps.

Who to Contact?

Complaints should be sent in the first instance to the Customer Services Manager at the location for which your complaint resides. The complaint can either be sent by email or letter but must be documented rather than a verbal conversation.

Please remember that we are very happy to receive feedback from you at all stages of your training and our aim is to act on this feedback before it reaches the stage of becoming a formal complaint. To this end we do encourage all of our customers to speak with the staff and managers responsible for the issues that they have concerns with. If you feel that a particular person or department is not sufficiently responding please feel free to speak with the Customer Services Manager team who will be able to direct your concerns to the correct department lead.