



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, and our, 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.

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.

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 CAE Oxford and the second will be a CAE Oxford manager who has not been involved in the complaint during any stage.

Who to Contact?

Complaints should be sent in the first instance to the Customer Services Manager at the location for which your complaint resides:

Customer Services Manager	Customer Services Manager	Customer Services Manager
CAE Oxford	CAE Brussels	CAE Mesa
Oxford Airport	Brussels National Airport	5010 E. Falcon Drive
Langford Lane	Building 201	Meza, Arizona
Kidlington	1820 Steenokkerzeel	82515
OX5 1QX, UK	Belgium	USA



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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.

Refund Policy for APP First Officer and MPL First Officer Courses

There are three scenarios under which a student might discontinue training from the APP or MPL First Officer courses and the refund policy varies for each scenario.

1. If a student drops out of a course of their own volition for any reason, we retain a contractual minimum of £10,000 or the value of training delivered to date, whichever is higher.
2. If a student permanently loses his or her Class 1 medical certificate due to a change in health, training must cease. In such cases, we retain a contractual minimum of £10,000 or the value of training delivered to date, whichever is higher. We refer all students to insurers that offer Trainee Pilot Insurance to cover the risk of losing their Medical Certificate. Details of two such providers are below.
3. Under the Skills Protection Plan (SPP) included as a feature of both the APPFO and MPLFO airline pilot training courses, CAE OAA occasionally takes the decision to terminate a student's training due to his or her apparent lack of aptitude. This would normally occur after the student has repeatedly failed to achieve the required standard on a government invigilated examination or flight skills test. Under the SPP, we would retain the student's course deposit and take deductions for any meals, accommodation or non-training related expenses and refund the remaining fees that have been paid into the student's account. In the case of bank loans, we have the option of returning fees to the bank; however, it is up to the student to repay any accrued interest or any outstanding loan balance if the refund is less than he or she owes the bank.

Refund Policy for Waypoint Pilot Programme

We do not refund any fees if a student withdraws from this course for any reason, including loss of his or her Class 1 Medical certificate. This course does not include a Skills Protection Plan. Waypoint students can also buy Trainee Pilot Insurance to cover the risk of losing their Class 1 Medical Certificate.

Trainee Pilot Insurance

All of our students are advised to take out Trainee Pilot Insurance. There are several underwriters and brokers offering this type of coverage, two of which are linked below. This coverage is similar to Loss of Licence Insurance, save for the fact that a trainee pilot does not yet have a licence. Because professional pilots must hold a Class 1 Medical Certificate in order to exercise the privileges of their Commercial Pilot Licence (CPL) and because trainee pilots must also hold this Medical Certificate to train for a CPL, this type of insurance policy provides either a cash lump sum or monthly benefits that can be used to pay off any training loans or to make the student's personal finances whole in the event of loss of the Medical Certificate.

<http://www.balpa-bfs.co.uk/FlyingLicenceInsurance/TraineePilotInsurance/tabid/10187/Default.aspx>

<http://www.hiscoxbroker.co.uk/more-products/global-flying-insurance/loss-of-training-expenses/>