



# Feedback & Complaints Policy

## Section 1 – Introduction

### 1.1 Introduction

Welcome to the Certified Institute for Further Accreditation (**CIFA**). We value your input on our examinations and course materials and are committed to continuously improving our services. Whether you have positive feedback or concerns, we encourage you to share your thoughts with us. Our Feedback and Complaints Policy provides a structured process to ensure all comments are handled fairly, efficiently, and effectively, helping us to address any issues that may lead to customer dissatisfaction. Please don't hesitate to reach out—your feedback is crucial to our pursuit of excellence.

## Section 2 – Submitting a query

### 2.1 Online feedback form

Candidates can submit their queries through the feedback form available on the CIFA website by navigating to the Contact Us tab.

#### Query Examples:

- A query concerning any element of their examination's delivery.
- Any inquiries regarding the accuracy of examination content.
- An inquiry about your exam results.

When you contact the Certified Institute for Further Accreditation (CIFA) via telephone with queries or feedback, our Customer Support Centre will record your call as feedback. During the conversation, we may ask for additional details to thoroughly understand and support your feedback. If necessary, further information may also be requested through email. Following your call, an acknowledgment will be sent to confirm that your feedback has been received. Your query will then be thoroughly investigated as per our established policy, ensuring a comprehensive and fair resolution process. This approach helps us maintain high standards of customer service and continuous improvement.

### 2.2 Feedback/complaints response Time frame

Please submit your query within the specified timeframes outlined below. Queries received outside of these periods will generally not be considered.



## Complaints Timeframe

Deadline for Query submission relating to Final examination.	No later than 5 working days after the examination
Deadline for final examination result appeal	No later than 10 working days after exam completion
Query acknowledgement	No later than 2 working days from receipt of query

CIFA aims to investigate feedback and complaints and respond to the candidate as outlined above. However, some investigations may extend beyond the expected timeframe. In such instances, an email will be sent to the individual who submitted the feedback, informing them of the delay.

## Section 3 - Examination

### 3.1 Remote Examinations

Candidates taking our online exams who face administrative or technical issues, such as delays in starting or difficulties during the exam, should immediately report these problems to the proctoring team via the support channel, located on the proctoring window. Quick reporting enables us to attempt to resolve the issue. Additionally, the proctoring service will officially record the details of the problem and send this documentation to CIFA. This procedure ensures that any issues affecting the fairness or integrity of the exam are formally recognised and addressed.

### 3.2 Candidate Responsibility: Ensuring Suitable Exam Conditions

It is the candidate's responsibility to ensure that their environment is suitable for taking the exam. This includes verifying that their internet connection and computer equipment meet the specifications outlined on the CIFA Remote Exam webpage. Candidates must ensure compliance both before and during the examination. Problems related to the candidate's remote working environment, computer equipment, or local internet connection fall outside the scope of this policy. It is crucial for candidates to address these aspects proactively to avoid any disruptions during the exam.



### **3.3 Delivery and Scoring of Computer-Based MCQ Examinations**

Scores and grades for multiple-choice questions (MCQ) examinations delivered via computer-based testing are processed automatically. Provisional results are delivered instantly, following a rigorously quality-assured process to ensure accuracy and reliability.

## **Section 4 - Examination Content**

### **4.1 Quality Assurance**

Questions featured in CIFA MCQ examinations are developed by industry experts and undergo multiple rounds of editing and quality control. Each question must be approved by a panel of experienced practitioners before being included in the exam.

### **4.2 Investigation**

Investigating a query regarding the content of an MCQ examination may include the following steps:

- A review of the associated learning materials, such as CIFA's workbook and/or other related study materials.
- An analysis of the question's performance, examining the responses from other candidates.

### **4.3 Outcome of the Investigation Process**

If the investigation raises reasonable doubts about the examination content, CIFA will update its records accordingly and issue any necessary certificates to the candidate.

## **Section 5 - Assessment and Result Process**

### **5.1 Grading and Outcomes of Computer-Based MCQ Examinations**

MCQ examinations administered through computer-based testing are automatically graded, with provisional results provided instantly following a stringent quality assurance process. Consequently, it is not feasible to remark on an examination, as any reevaluation would yield the same result as the original grading.



## **Section 6 - Right to Appeal**

### **6.1 Final Steps in the Query Process: Rights and Appeals**

The query process is comprehensive, concluding CIFA's response efforts. Candidates who remain unsatisfied with the outcome after completing this process have the right to appeal the decision, provided they meet the necessary grounds for appeal. Those wishing to pursue an appeal should consult the [CIFA Qualifications Appeals Policy](#) for additional information.