



Complaints and Feedback Policy

October 2024
CIFA Complaints and Feedback Policy
Doc Number: CFP
Version 2 - 03/2025



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Section 1 – Introduction:

1.1: Introduction

Welcome to the Certified Institute for Further Accreditation (**CIFA**), we value your feedback 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 Complaint /Feedback Policy provides a structured process (**Appendix 1**) to ensure all comments are handled fairly, efficiently and effectively, helping us to address any issues that may lead to customer dissatisfaction.

Section 2 – Submitting your feedback:

2.1: Online Feedback Submission

Candidates can submit their feedback by completing the available form on the CIFA website (**Appendix 2**).

Examples:

- Platform and Technical Issues.
- Dissatisfaction with Course Material.
- Administrative and Support Related Complaints.

When you contact (CIFA) our Student Support Department will create a log and provide you with a case number for your submission as well as an acknowledgment to confirm that your complaint/feedback has been received. We may ask for additional details to thoroughly understand and support your complaint/feedback. If necessary, further information may also be requested through email. 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.

Section 3 - Investigation and Resolution:

3.1: Investigation of Complaint/ Feedback

Complaints will be assigned to a dedicated team member for impartial investigation. We will:

- Gather all necessary information and evidence
- Communicate updates and expected resolution times within 10 working days
- Identify any adverse effects caused by the issue



- Take action to mitigate adverse effects by offering support, corrections or additional resources as needed

Section 4 - Outcome and Response:

4.1: Outcome

Once the investigation is complete, we will provide a clear and respectful response. If the complaint is upheld, we will outline the actions taken to resolve the issue and mitigate any adverse effects. If the complaint is not upheld, we will provide a clear explanation and inform you of your right to appeal.

4.2 Complaint/ Feedback 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

General Feedback & Complaints (Non-Examination)	No time limit
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 the query

CIFA aims to investigate complaints/ feedback 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 complaint/feedback, informing them of the delay.



Section 5 - Right to Appeal:

5.1: 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 within 10 working days of receiving our response provided they meet the necessary grounds for appeal. Those wishing to pursue an appeal should consult the **CIFA Appeals Policy, (Doc Ref: AP)** for additional information.

Section 6 - Confidentiality and Data Protection

6.1: Data Protection

All feedback and complaints will be handled confidentially and in compliance with GDPR and our data protection policies. Please refer to our **Data Protection Policy, (Doc Ref: DPP)**

Section 7 - Accessibility

7.1: Assistance

This policy and process are designed to be accessible and easy to understand. If you require any assistance in submitting complaints/feedback, please contact our support team.

Section 8 - Continuous Improvement

8.1: Improvements and Prevention

We regularly analyse complaints and feedback to identify trends and recurring issues, using this information to improve our services and prevent future problems.



Section 9 - Complaints and Feedback Reporting Frequency:

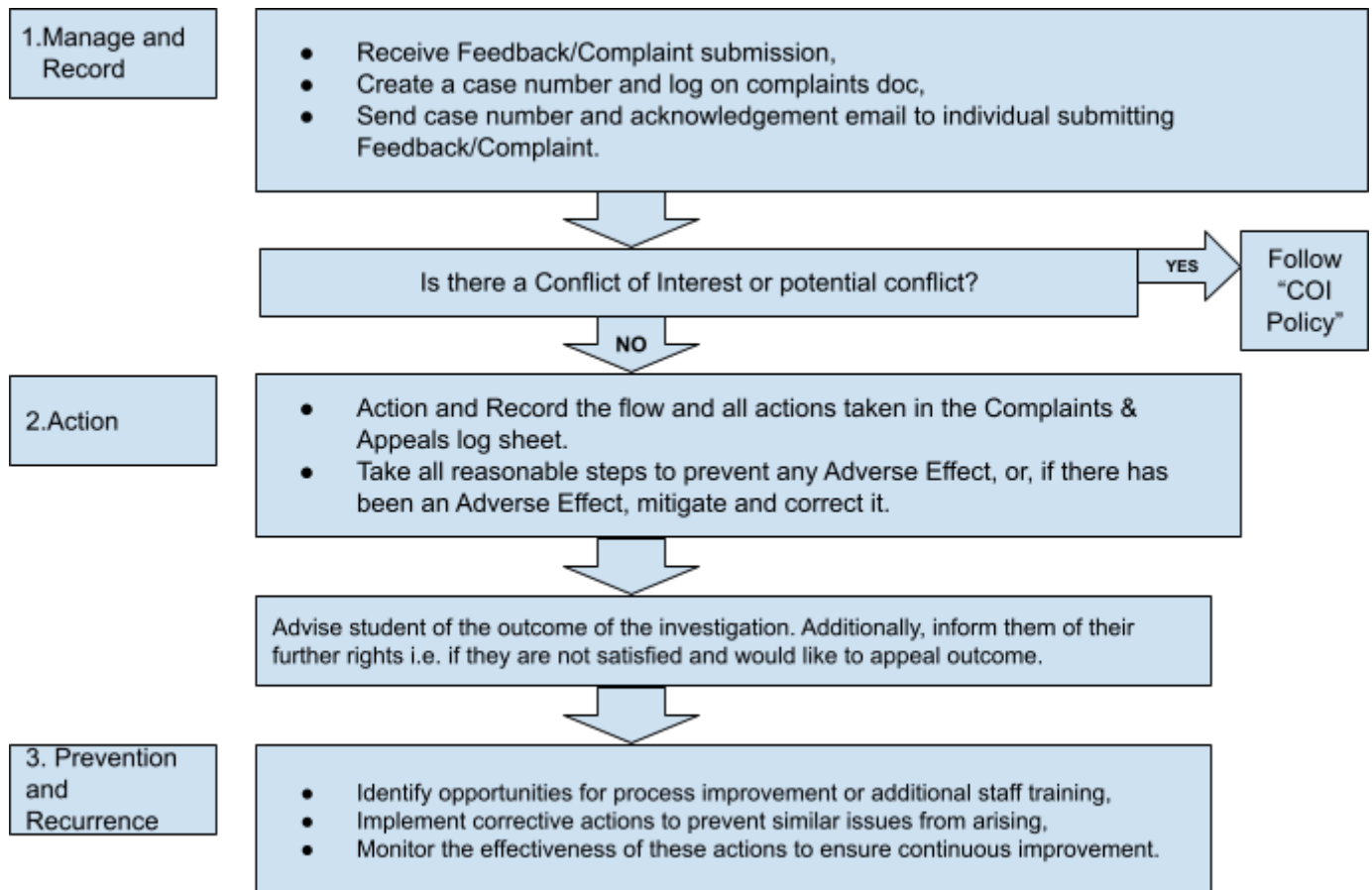
To ensure transparency and continuous improvement, CIFA Education Ltd follows a structured approach to reporting complaints and feedback.

9.1: Reporting Frequency

Report Type	Content	Reporting Frequency	Recipient
Immediate Reports	Urgent complaints requiring immediate action (serious misconduct, security breaches and legal issues).	As soon as identified	Operations Manager
Weekly Summary	Overview of general complaints and feedback received, including key trends.	Weekly	Operations Manager
Monthly Report	Detailed report on complaints, resolutions, and improvements implemented.	Monthly	Operations Manager
Quarterly Review	High-level review of complaints, trends and strategic improvements.	Quarterly	Senior Management (if applicable)






Appendix 1 - Complaints Process





Appendix 2 - Contact Us/Feedback Submission Form

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Contact Us

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