CAMBRIDGE OPEN ACADEMY

Complaints Policy

Approved by	Centre Manager
Last Review Date	8th August, 2025
Next Review Date	8th August, 2026
Version	1.3

163 City Road, London, England, EC1V 1NR
020 3923 7191
info@cambridgeopenacademy.com

Cambridge Open Academy is committed to providing high-quality online training courses to all learners. The Centre Administrator is responsible for handling, investigating and resolving formal written complaints. He will keep the Centre Manager updated about the progress of the complaint and resolution process.

Definition of a Complaint

A complaint is an expression of dissatisfaction about Cambridge Open Academy's services or the way it has provided them. Complaints may be made by any learner who has received or requested services.

Making a Complaint

Cambridge Open Academy welcomes feedback and encourages learners to raise concerns as soon as possible. Complaints can be made verbally or in writing.

Oral Complaints

Learners can raise oral complaints with any Cambridge Open Academy support members. Support members who receive oral complaints must document the complaint and inform the learner of the complaints policy.

Written Complaints

Formal written complaints must be submitted in writing to Cambridge Open Academy's Centre Administrator. Learners can submit complaints by submitting the Complaints form from their student account.

Investigating a Complaint

Cambridge Open Academy will investigate all complaints promptly, thoroughly, and fairly. Oral complaints will initially be dealt by the Customer Success Manager. If it doesn't get resolved at that stage, it would be considered a formal written complaint, and the Customer Success Manager will advise the learner to submit the complaint in writing.

The Centre Administrator will acknowledge written complaints within three working

days of receipt. They will inform the learner of the complaints process and provide an estimated timeline for the investigation.

Cambridge Open Academy may contact the learner for further information or clarification during the investigation process. The Centre Administrator will keep the learner informed of the progress of the investigation.

Resolving a Complaint

Cambridge Open Academy aims to resolve all complaints within ten working days of receipt. If this is not possible, the Centre Administrator will explain the reasons why and provide an updated timeline for resolution.

Once the investigation is complete, the Centre Administrator will provide the learner with a written response that outlines their findings and any actions they will take. If the learner is not satisfied with the outcome, they may appeal the decision.

Appealing a Decision

If the learner is not satisfied with the response to their complaint, they may appeal the decision following the Appeals Policy of Cambridge Open Academy. The learners will also be briefed about the further proceedings and the independent local relevant authorities they may appeal to if the final outcome from the Centre doesn't meet their satisfaction.

Monitoring and Review

Cambridge Open Academy will regularly monitor and review this policy to ensure it remains effective and meets learners' needs. Cambridge Open Academy will also use feedback from complaints to identify areas for improvement in its services.