



# Complaints Policy

February 2025

Version 6.0

Public

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<b>Document Revision History</b>		
<b>Version</b>	<b>Date</b>	<b>Description of Change</b>
<b>6.0</b>	<b>06/02/2025</b>	Update in Section 6 What is the PeopleCert complaint procedure that we follow?
<b>5.0</b>	<b>15/03/2024</b>	2024 Rebranding
<b>4.1</b>	<b>18/11/2022</b>	Cosmetic Changes (Typographical Error)
<b>4.0</b>	<b>06/10/2022</b>	Review 2022
<b>3.0</b>	<b>20/11/2019</b>	Review 2019

## 1 Scope

This document sets out our complaints policy and procedure and is written for our:

- Accredited/Approved Organisations (AOs), our partners;
- trainees on courses at one of our partners;
- candidates in our PeopleCert business and IT exams; and
- all interested parties who receive a direct or indirect service from us related to our business and IT qualifications.

This document covers complaints that candidates, AOs or any interested parties may wish to make in relation to:

- PeopleCert partners;
- the exams and associated services offered by PeopleCert.

## 2 Review arrangements

We will review the policy and its associated procedures annually and revise them when necessary in response to external feedback, new requirements set by the Regulatory authorities, Accreditors/ Test Owners and any trends that may emerge with regard to the subject matter of complaints received.

## 3 How should I complain about a PeopleCert partner?

If you are a trainee or a member of the public and you wish to complain about a level of service provided by an AO, at which you are taking or have taken a course of study leading to your PeopleCert exam, you should first exhaust your AO's own complaints and appeals processes.

We expect our partners to take all necessary actions to ensure that trainees, and staff involved in the management of training, are aware of the contents of this policy and that there is a complaint handling procedure and appeals process in place to deal with complaints and appeals about the services provided.

If you have followed the AOs processes and believe that your complaint was inadequately addressed by the AO or you have not received a resolution of your complaint, then you may escalate your complaint to PeopleCert in writing within six months from its occurrence.

You may also submit a complaint directly to us in exceptional circumstances where you believe that:

- there was a significant breach of security, integrity, and confidentiality by the AO
- malpractice and/or maladministration may have occurred.

If this is the case, you should notify us of your concern as quickly as possible and we will proceed in accordance with our Whistleblowing Policy

## 4 How should I complain about PeopleCert?

If you are a PeopleCert exam candidate or a member of the public and you wish to complain about a PeopleCert product, your exam or a level of service provided by us, you may:

- ask your AO to support your complaint
- provide consent for your AO to write to us on your behalf
- write to us directly.

We train all our staff to be aware of the contents of this policy and we have a complaint handling procedure and appeals process in place to deal with complaints and appeals about any services we provide.

## 5 How should I contact you?

If you have a complaint, you can email us directly at [complaints@peoplecert.org](mailto:complaints@peoplecert.org) or you can visit our help and support page where other support channels are available: [PeopleCert Support Channels](#)

When you contact us, please give us your full name and contact details along with:

- A full description of your complaint (including the subject matter and dates and times if known).
- Details of the training course (course name, trainer's name, training venue address, duration, etc).
- Details of the exam involved (type of exam, invigilator's name, etc).
- Copies of any evidence relating to the complaint (correspondence with the AO or with us, screenshots, etc).

Sometimes you may wish to remain anonymous. If you are concerned about possible adverse consequences, you do not need to contact us anonymously if you inform us that you do not wish for us to divulge your identity.

While we are prepared to investigate issues that are reported to us anonymously, we will always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the complaint relates.

Please note that there may be cases where revealing your name and email will be mandatory for us to investigate a case, for example to locate a candidate or a particular exam.

## 6 What is the PeopleCert complaint procedure that we follow?

**Acknowledgement:** We will acknowledge receipt of your complaint within 24 hours to via email. We will also assign a unique reference number to your complaint, which you should use in all future communications regarding on this case.

**1st Stage:** All incoming complaints will be reviewed and screened by our Customer Service team. We aim to investigate the complaint and will respond to you **within 48 hours**. During this period, we may contact you to request further information or clarification; in some instances, we may recommend a meeting. If you are not satisfied with the resolution proposed at this stage, you may choose to escalate your complaint to Stage 2 by replying within the same communication thread.

Alternatively, if we are unable to resolve your case at this stage, it will be automatically escalated to Stage 2, and you will receive an email notification regarding the escalation.

**2nd Stage:** If the complaint cannot be resolved at Stage 1, or you are not satisfied with the resolution offered, it will be forwarded to the respective team/owner, (e.g. Exams team, Qualification Development team) authorised to manage the issue at Stage 2. We aim to investigate your complaint and provide our final decision **within 10 working days**. If your complaint is more complex or involves people who are not available at the time, **we may extend this to 15 working days**. We may contact you within this period to seek further information or clarification (in some instances, we may recommend a meeting).

We will keep you informed in case the investigation extends beyond the above timeframes.

**If you disagree with our final decision, you have a right to submit an appeal to us within one (1) month from the final decision. You can find our appeals policy [here](#).**

**Escalation:** If you believe you have been treated unfairly, have not received a response within the stated timeframe, or disagree with the final decision, you may escalate your complaint to the relevant national regulatory, or consumer protection authority in your country.

Complaints that may indicate a compromised test or pose a risk to the quality, integrity, security, or compliance of our services will be assessed by the Customer Service team at the 1st stage. If deemed necessary based on the nature and potential impact of the complaint, these cases will be escalated to the Quality team for further investigation and resolution. The allocated member of the team will be responsible for ensuring that the investigation is carried out in a prompt and effective manner and in accordance with the procedures set out in this policy.

At all times, we will ensure that PeopleCert personnel assigned to your complaint's investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

We periodically review complaints to identify areas where we can improve our services and processes.

## 7 How do we respond when a complaint is upheld?

In situations where a complaint has been upheld, for example where an investigation indicates a failure in our processes, we will give due consideration to the outcome, review any lessons learned, and take appropriate actions. Examples include:

- Identifying any other trainee/candidate and/or AO affected by that failure.
- Correcting, or mitigating as far as possible the effect of the failure.
- Reviewing and amending our policies and procedures, where appropriate, to reduce the likelihood that the failure will reoccur in the future.
- Retraining or initiating disciplinary procedures against members of our staff and retraining or imposing sanctions on partners whose performance was not in accordance with our policies, procedures and requirements.



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