



Complaints Policy

Effective Date: 09th March 2024

Revision Due Date 8th March 2025

Complaints Policy and Procedure for Online Learners

At MCFM Global, we are committed to providing a positive and enriching learning experience for all our online learners. We understand that occasionally issues may arise, and we are dedicated to addressing and resolving complaints promptly and fairly. This policy outlines the procedure for raising and resolving complaints.

1. Scope

This policy applies to all learners enrolled in online courses offered by MCFM Global Academy.

2. Definitions

Complaint: A formal expression of dissatisfaction by a learner regarding any aspect of their learning experience with MCFM Global.

3. Principles

- All complaints will be treated seriously and handled with sensitivity, confidentiality, and impartiality.
- Complaints will be addressed promptly and resolved as efficiently as possible.
- Learners will not be penalised for raising a complaint in good faith.



4. Procedure

Step 1: Informal Resolution

Learners are encouraged to first attempt to resolve their issue informally by contacting their course instructor or academic advisor via email or through the online learning platform.

If the issue remains unresolved, or if the learner is uncomfortable addressing it directly with the instructor, they may proceed to Step 2.

Step 2: Formal Complaint

The learner must submit a formal complaint in writing to the Founder of MCFM Global. The complaint should include:

Learner's name and contact information

Description of the complaint, including relevant dates and details

Any supporting documentation or evidence

The Founder will acknowledge receipt of the complaint within 1 working days and commence an investigation.



Step 3: Investigation and Resolution

The Founder will conduct a thorough investigation into the complaint, which may involve gathering additional information from relevant parties.

The Founder will aim to resolve the complaint within 7 working days of receipt. If more time is needed, the learner will be informed of the delay and provided with an updated timeframe.

Upon completion of the investigation, the Founder will communicate the outcome of the complaint to the learner in writing, including any remedial actions taken or proposed.

Step 4: Appeal

If the learner is dissatisfied with the outcome of the complaint, they may appeal the decision within 5 working days of receiving the outcome.

Appeals must be submitted in writing to the Chief Transformation Officer at MCFM Global and should clearly outline the grounds for the appeal.

The Chief Transformation Officer will review the complaint and the investigation process to ensure it was conducted fairly and in accordance with this policy.



The decision of the Chief Transformation Officer will be final and communicated to the learner in writing.

5. Record-Keeping

MCFM Global will maintain accurate records of all complaints received, including details of the complaint, the investigation process, and the outcome.

6. Review

This complaints policy and procedure will be reviewed annually as a minimum to ensure its effectiveness and relevance. Any necessary updates or revisions will be made in consultation with our Advisory Board.