

CORPORATE COMPLAINTS POLICY

1. POLICY STATEMENT

UEAcademy is committed to providing a high-quality educational experience. We value transparency and view complaints as an opportunity for continuous improvement. It is the policy of this Academy to ensure that any person—including learners, clients, and partners—can voice a grievance without fear of reprisal, and that such grievances are addressed with **Confidentiality, Objectivity, and Speed**.

2. CORE COMMITMENTS

In all operations across the **United Kingdom** and the **Kingdom of Saudi Arabia**, UE Academy pledges to:

- **Accessibility:** Ensure that the process for filing a complaint is simple, well-publicized, and available in multiple languages (**English, Arabic, and Urdu**).
- **Fairness:** Treat all parties with respect, ensuring that any staff member named in a complaint is not involved in the investigation of that complaint.
- **Confidentiality:** Protect the privacy of the complainant, sharing information only with those directly involved in the resolution process.
- **Resolution:** Aim to resolve all formal complaints within **15 business days** of receipt.

3. THE COMPLAINTS HIERARCHY

To ensure a structured resolution, UE Academy follows a three-stage process:

- **Stage I: Informal Resolution (Local Action)**

Most concerns can be resolved by speaking directly with the relevant Trainer or Site Manager. We encourage early, informal dialogue to reach a swift solution.

- **Stage II: Formal Investigation (Management Review)**

If the informal approach is unsuccessful, a formal **Complaint Form** must be submitted to the **Quality Assurance Manager**. An investigation will be launched, and a written response provided.

- **Stage III: Executive Appeal (Directorate Review)**

If the complainant remains dissatisfied, the matter is escalated to the **Board of Directors**. Their decision is the final internal remedy for the Academy.

4. JURISDICTIONAL COMPLIANCE

- **United Kingdom:** Aligned with the **Competition and Markets Authority (CMA)** guidance for higher education and the **Consumer Rights Act 2015**.
- **Kingdom of Saudi Arabia:** Supporting **Vision 2030** service quality standards and compliance with **MHRSD** customer protection regulations.

5. DATA STEWARDSHIP & IMPROVEMENT

All complaints are recorded in the **UE Quality Improvement Register**. Data is analyzed annually to identify trends and implement corrective actions, ensuring that the same issues do not recur.

Chief Executive Officer / Director UE Academy

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