

## PRI Academy Complaints Handling Policy

We are committed to providing a high-quality service to all our clients and candidates. We recognise there may be instances where we fall short, and we encourage our clients and candidates to inform us.

### Our complaint handling timelines

Complaints will be acknowledged within one working day of being received, and complaints will be responded to within ten working days. We aim to resolve complaints within 30 calendar days.

### What is a complaint

The PRI Academy defines a complaint as an expression of dissatisfaction (oral or written) about the provision of, or failure to provide an educational service. It alleges how you have suffered (or may suffer): dissatisfaction; distress; or material inconvenience.

### How to make a complaint

Please email our customer service department at [priacademy@unpri.org](mailto:priacademy@unpri.org), with the email subject addressed to our Head of Operations with the word 'Complaint'.

Alternatively, you can post your complaint to:

FAO: Head of Operations  
PRI Academy  
25 Camperdown St  
London  
E1 8DZ

The Head of Operations will review your complaint and may request further information.

### What should be included in your complaint

- Your name, position and contact details
- Your relationship to the PRI Academy
- Your contact person with the PRI Academy
- The nature of your complaint (including the conduct giving rise to the complaint)
- Copies of any evidence or documentation supporting the complaint

### If you are not satisfied with the complaint outcome

If after the complaint investigation and resolution you are not satisfied with the outcome, please email or write to the Director of the PRI Academy with the same contact details as above. This process follows the same timelines as the initial complaint described above.

All complaints and outcomes are reported to and reviewed by the Director of the Academy.

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