

Complaints Policy

At Professional School of Business (PSB), we are committed to providing a high-quality service to our students. However, we understand that there may be occasions when students are dissatisfied with our service or have a complaint to make. We take all complaints seriously and aim to resolve them promptly and fairly.

How to Make a Complaint

Students can make a complaint by completing a standard template, which can be found on our office. Completed complaint forms can be submitted via email, in writing.

Acknowledging and Responding to Complaints

We will acknowledge all complaints immediately upon receiving them. We will provide an initial response to the complaint within 3 working days of receiving it. We aim to resolve complaints within 7 working days, but this may take longer depending on the complexity of the issue.

How Complaints Will be Treated

All complaints will be reviewed by a person or team responsible for handling complaints, who will investigate the issue and aim to resolve it to the satisfaction of the student. We will keep the complainant informed of the progress of their complaint throughout the process.

Confidentiality

We will treat all complaints confidentially and will only share information with those who need to be involved in the investigation and resolution of the complaint.

Appeals

If the student is not satisfied with the outcome of their complaint, they have the right to appeal. The appeal should be made in writing and sent to Organization's CEO. Appeals will be reviewed by the person or team responsible for handling appeals, who will aim to resolve the issue within 7 working days.

Escalation to ACCA

If a student is not satisfied with the outcome of their complaint, they may escalate it to ACCA. However, we encourage students to follow our complaints procedure first to ensure that their concerns are addressed promptly and fairly.

Any student that wishes to make a complaint to ACCA regarding your institution will be advised to follow your institution's complaints procedure first. If the complaint is not handled to their satisfaction, the student then has the option to escalate their complaint to ACCA. If a student has exhausted both your complaints process and ACCA's, they can escalate to the appropriate regulator. Details of which can be found on the ACCA website at the following link: <https://www.accaglobal.com/gb/en/footer-toolbar/contact-us/unhappy.html>