



DPG Complaints Policy

Stage 1

We aim to be able to deal with most matters informally and in the first instance you should discuss any issues with your Facilitator or Learning Experience Coordinator. If you do not receive a satisfactory response it may be necessary to progress to the next stage.

Stage 2

If you have been unable to informally resolve the matter, then complaints at this stage must be in email or writing to: qa@dpgplc.co.uk or

The Quality Assurance Team CIPD DPG plc

The Ellesmere, 93 Walkden Road, Worsley, Manchester M28 7BQ

The DPG Quality Assurance Team will aim to resolve all complaints within 7 working days. However, in certain circumstances this can take longer. If this is the case, we will email to advise you our investigations are still continuing and set a timescale for next contact or resolution.

Stage 3 (Appealing a decision)

If a satisfactory agreement cannot be reached, or if you disagree with the response you have been provided with, you can appeal the decision. The appeal will be heard by a Senior Leader within DPG.

Your appeal will need to be made in writing, clearly identified as an appeal and must be made within 7 days of the stage 2 decision and the response process and timelines will be as above.

This is the final stage of the DPG complaints process.

Last date of review: October 2020