



COMPLAINTS POLICY

Student complaints procedure

INFORMAL PROCEDURE

We want to ensure that students feel comfortable to make a complaint and we would recommend that initially concerns should be raised informally. You should raise your concern with the member of staff that is most appropriate to discuss and hopefully resolve the matter.

Concerned Person- Ms Amanpreet Kaur/ Mr Himanshu Sadhu

Mobile No - 9599983117

FORMAL PROCEDURE

If you have been unable to resolve your concern informally or you feel your complaint to be of such significance that it requires a formal response, you may wish to make a formal complaint. Students may choose any of the following methods to log in a formal complaint:

1. Use the complaints form (annexed herewith) (available online at website & hard copy at head office) to submit a complaint and post this into the complaints box, or
(URL: http://www.vinodguptaclasses.com/Resources/Docs/ACCA/Complaint/complaints_form.pdf)
2. Submit a complaint under "HELPDESK" option in their student portal or
3. Raise the complaint formally directly with staff through Email.

COMPLAINTS MATRIX

1ST LEVEL - Mr Himanshu Sadhu	amanpreet@vglearningdestination.com
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Complaints should normally be responded to within 5 days.

If not, you may raise it to Escalation.

ESCALATION

2nd LEVEL - Ms Shilpi Jain	acca@vglearningdestination.com
3rd LEVEL - MR Vinod Gupta	acca@accaclassroom.com

Contact details

For general information:

VG LEARNING DESTINATION

4E/10 Jhandewalan Extension

Near Videocon Tower

Behind Post Office

Delhi-110055

Telephone No- 01148123333- Ext 103

Mobile No- 9599983117, 9910159432

Website - www.vinodguptaclasses.com

For specific tuition related queries:

Tutor	Title	Email	Tel
Kapil Arora	FR,SBR	Kapil.arora@in.gt.com	+91 9654190274
Shilpi Jain	FM,SBL	shilpiacca@gmail.com	+91 9910159432
Trigun Pasricha	LW	Trigun.pasricha@in.gt.com	+91 9810247490
Achal Jain	PM,AA	Acha18jain@gmail.com	9910720498
Nidhi Bhaskar	AFM	nidhibhaskr@gmail.com	9136002107
Manobhav Verma	AB,MA	camanobhav@gmail.com	9910700844
Anil Chachra	FA	Chachra.chachra@gmail.com	9810017296
Aayush Bajaj	AAA	Aayush.bajaj@gmail.com	9910654888
Gaurav Dutt	APM	Gaurav.dutt12@gmail.com	9810173338

Complaint Escalation

Any student that wishes to make a complaint to ACCA regarding our services is advised to follow our above mentioned complaints procedure first.

If the complaint is not handled to your 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/connect/unhappy.html>

VG Learning Destination ACCA Complaint Form	
Full Name:	
Phone No:	
Date of Complaint:	
VGLD User ID:	ACCA User ID:
Complaint details:	

We endeavor to resolve your complaint within 5 working days.

If not resolved, you may :

- Submit a complaint under “HELPDESK” option in your student portal or

-Raise the complaint formally directly with staff as per the escalation matrix below.

<u>1ST LEVEL</u> - Ms Amanpreet Kaur/ Mr Himanshu Sadhu	amanpreet@vglearningdestination.com
<u>2nd LEVEL</u> - Ms Shilpi Jain	acca@vglearningdestination.com
<u>3rd LEVEL</u> - Ms Sana Baqai	sana@vglearningdestination.com

For Internal use only:

Complaint handed to:

Date:

Resolution

Date of Resolution

Current Status

Effective learning from Complaint