

JBS Executive Education Limited

The Psychometrics Centre Course Complaints Policy

We welcome feedback from our participants. Where a complaint regarding one of our courses is received, we undertake to deal with the complaint effectively, sensitively and speedily. We aim to learn from all complaints so that we can improve our products and services in the future.

Examples of such complaints may include:

- The conduct of a Faculty member or employee
- The delivery and/or administration of a course

Please note the following process has been drawn up to enable us to deal with your complaint effectively.

What to do if you have a complaint

In the first instance if you have any concerns/complaints please inform a member of the course staff immediately in order that, wherever possible, your concerns/complaint can be dealt with speedily.

If you remain dissatisfied with the outcome please raise your concern/complaint with the Psychometrics Centre Director by email to:

[The Psychometrics Centre Director](mailto:contact@psychometrics.cam.ac.uk)

contact@psychometrics.cam.ac.uk

or by letter to

Psychometrics Centre
JBS Executive Education Ltd
Old Addenbrookes
Trumpington Street
Cambridge
CB2 1AG

To help us investigate your concerns/complaint, please outline your concerns/complaint in as much detail as possible when contacting us. As well as the details of your concern/complaint, please include:

- your full name,
- contact details (such as email address, postal address and phone number)
- details including the date of the course you have taken
- if applicable, copies of any previous correspondence with JBS Executive Education Ltd

We aim to provide you with an initial response to your concern/complaint within two working days of receipt of your email/letter. We aim to fully investigate your concern/complaint within ten working days, however, sometimes it may take longer. In all cases we will keep you informed of progress and let you know when we expect to respond.

If you have any questions regarding this process please contact the Psychometrics Centre:
contact@psychometrics.cam.ac.uk

