

	COMPLAINT & GRIEVANCE		Document Ref. No.: CMC-P&P-011
		Issue No.: 2	Page 2 of 4

1. Definition of a Complaint

A complaint is an expression of dissatisfaction concerning the services received from Cognisphere Management and Consultancy.

Cognisphere Management and Consultancy takes all complaints extremely seriously and is important for the improvement of the services, and all staff are trained and committed to rectifying any problem as soon as it is brought to their attention. It is recognized that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

Therefore, in the first instance, please raise your complaint with a member of the team, such as your course counsellor, tutor, and they will assist you. In the event that your complaint has not been dealt with to your satisfaction, please refer to our formal complaints policy below.

2. Making a Formal Complaint

A formal complaint is an expression of dissatisfaction concerning Cognisphere Management and Consultancy's service when the complainant has drawn his or her concern to the attention of one of Cognisphere Management and Consultancy's employees and is not satisfied with the response.

If you are dissatisfied with the way your problem has been dealt with by a front-line member of staff, we encourage you to contact Mr. Dilip Madurai, Training Director, including Customer Complaint.

- **Telephone:** +91-431-4055222
- **Email:** dilip@cognisphremc.com
- **Address:** Attn. to: Mr. Dilip Madurai, Krishna Complex, 60/3 - 2nd Floor, Sastri Road, Trichy, Tamilnadu, India, Pin: 620017

Please provide as much information as possible:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or Emails or letters to do with the complaint.

Include the nature, the date the problem occurred, and details of who you have spoken to at Cognisphere Management and Consultancy about the problem. You should also tell us what you think we should do to resolve your complaint.

	COMPLAINT & GRIEVANCE		Document Ref. No.: CMC-P&P-011	
		Issue No.: 2	Page 3 of 4	

We recommend raising your complaint as soon as possible after the event so that we have the opportunity to investigate fully. Dilip Madurai, Training Director & Complaints Manager, will investigate your complaint and respond to you within 2-7 Working Days.

Please do not forget to provide full details of how you would like the response to be sent (email, letter, or telephone). Where possible, receipt of the complaint will be acknowledged on the same day that it is made.

3. Appealing after an Initial Complaint has been Raised

If you are still unhappy with the response you receive from the Complaints Manager, you may request that the Managing Director reviews your complaint and the way in which it was dealt with. The Managing Director will ensure that your complaint has been dealt with fairly in line with our policies and procedures.

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision is reached, then you may escalate your complaint to our Mr. Kannan Karuppiyah, Managing Director.

- **Telephone:** +91-97501 35825
- **Email:** kannan@cognispheremc.com
- **Address:** Attn. to Mr. Kannan Karuppiyah, Managing Director, Krishna Complex, 60/3 - 2nd Floor, Sastri Road, Trichy, Tamilnadu, India, Pin: 620017

Please do not forget to provide full details of how you would like the response to be sent (email, letter, or telephone).

Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 2-7 working days.

4. Escalation Matrix

Level	Responsibility	Timeline	Remarks
Level 1	Complaints Officer	Within 2–10 days	Acknowledge & resolve complaints.
Level 2	Grievance Panel	Within 7 days	For unresolved or unfairly handled complaints.
Level 3	Management Review	Within 7 days	For escalated internal grievances.
Level 4	Accreditation Body	As per their policy	If internal resolution is still

	COMPLAINT & GRIEVANCE		Document Ref. No.: CMC-P&P-011
		Issue No.: 2	Page 4 of 4

Note: Escalation to the accreditation body should be made only after exhausting internal procedures.

This will be the final route of escalation within our company. Should you remain dissatisfied, please refer to our appeals policy (Refer CMC-P&P-010 Appeal Procedure).

5. Confidentiality & Non-Retaliation

All complaints and grievances will be handled confidentially. No complainant will face discrimination or retaliation for raising concerns (to know the process, please refer Policy Ref. No. CMC-P&P012 Equal Opportunity and CMC-P&P-013-Equality and Diversity Process).

