

Student Complaint Policy



IMS Proschoool Pvt Ltd is committed to provide quality services. This policy sets out the procedure we will operate in dealing with complaints received by students.

Raising a Complaint Informally

In case student wants to raise any issue/complaint, he can do so by contacting his/her student counselor at his/her Training Centre either telephonically or by having a face to face discussion. Based on the nature of the complaint, the matter will taken up by the concerned authorities/personnel at the Training Centre and a resolution will be provided.

In case the student is not satisfied with the resolution provided to him he/she can raise the complaint formally.

Making a Formal Complaint

Formal Complaints can be made only in writing. A student can raise a formal complaint as follow:-

First Level

- The student needs to write from his registered email id (with IMS Proschoool) to support@proschooolonline.com mentioning his name, contact number, enrollment number, Course Name and his complaint.
- An acknowledgement will be sent to the student within three working days of receipt of the formal complaint. The candidate will also be notified who will be his point of contact at IMS Proschoool Pvt Ltd.
- Based on the nature of complaint, the candidate may be asked to furnish evidence or proofs.
- The point of contact assigned to the candidate will take up the matter with the concerned personnel at IMS Proschoool for resolution.
- A time frame based on the nature of the complaint will be communicated to the candidate.
- IMS Proschoool will close the complaint within the time frame provided to the candidate. In case there is a delay the student will be updated about the status and reason for the delay.
- All complaints will be treated as confidential by IMS Proschoool Pvt Ltd.

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Level 2

- In case the candidate is not satisfied with the Level 1 resolution he can write to studentredressals@proschooolonline.com. The student has to clearly mention the reason for his dissatisfaction with the resolution provided to him at Level 1.
- An acknowledgement will be sent to the student within three working days of receipt of the formal complaint. The candidate will also be notified who will be his point of contact at IMS Proschoool Pvt Ltd.
- Based on the nature of complaint, the candidate may be asked to furnish evidence or proofs.
- The point of contact assigned to the candidate will take up the matter with the concerned personnel at IMS Proschoool for resolution.
- A time frame based on the nature of the complaint will be communicated to the candidate.
- IMS Proschoool will close the complaint within the time frame provided to the candidate. In case there is a delay the student will be updated about the status and reason for the delay.
- All complaints will be treated as confidential by IMS Proschoool Pvt Ltd.

Confidentiality

All student related information will be kept confidential and protected.

Report to ACCA

Any student who wishes to make a complaint to ACCA regarding our organisation, should follow IMS Proschoool complaint 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, Institutes Complaint Processes 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/footer/contact-us/connect/unhappy.html>