



Universe Path
أكاديمية يونيفيرس
للتدريب والإستشارات

Complaints and Appeal Policy

Last Updated: 1st December, 2023

At Universe Path Academy (UPA), we are committed to providing the highest quality of education and services to our participants. We value your feedback and take complaints seriously. This policy outlines the procedures for making and addressing formal complaints.

1. How to Make a Complaint

Participants who wish to make a complaint about UPA's products or services can do so by following these steps:

- **Submission Method:** Complaints can be submitted via email to complaints@universepath.com . Alternatively, participants may use the official Complaints Form available [here](#), which is provided for your convenience but not mandatory.

2. Acknowledgement and Response Time

Upon receiving a formal complaint, UPA will acknowledge receipt within 5 business days. We aim to provide a response to the complainant within 28 calendar days from the date of acknowledgment. If the complaint is complex and requires more time for investigation, the complainant will be informed of the delay and provided with an estimated timeline for resolution.

3. Treatment of Complaints

Complaints will be treated with the utmost professionalism, confidentiality, and fairness. The following steps will be taken:

- **Review Process:** A designated complaints officer or committee will review the complaint impartially and thoroughly. This may involve gathering relevant information and speaking with parties involved.
- **Confidentiality:** All complaints and related information will be handled confidentially to the extent permitted by law. Only those directly involved in the resolution process will have access to the complaint details.

4. Right to Appeal

If the complainant is not satisfied with the outcome of their complaint, they have the right to appeal. The appeal process is as follows:

- **Submission of Appeal:** The complainant must submit their appeal in writing within 5 calendar days of receiving the initial complaint resolution. The appeal should outline the reasons for dissatisfaction and any new evidence or information.
- **Appeal Review:** A different review panel or officer will assess the appeal. They will consider all available information, including the initial complaint and response.
- **Outcome of Appeal:** The outcome of the appeal will be communicated to the complainant within 28 calendar days of receiving the appeal. This decision will be final and binding.

5. Continuous Improvement

UPA is committed to using feedback from complaints to improve our products and services. We value your input in helping us enhance the participant experience.

6. Contact Us

If you have any questions about this Complaints Policy or wish to make a formal complaint, please contact us at:

Universe Path Academy complaints@universepath.com

