

CPPE complaints policy

Our staff are here to help our customers gain the most from our learning programmes and will respond in a respectful and courteous manner.

If we have not met the level of service you expect and you would like to let us know, we have a complaints policy to help us respond and improve our quality and standards.

Having your say – complaints policy and process

What is a complaint?

We define a complaint as an expression of dissatisfaction with the standard of our service which requires a response. Your feedback helps us to improve the quality and standards of our services for the future.

How to complain

If you want to make a complaint, this should be made in writing by letter, fax or email.

To help us understand and respond quickly to your complaint, it is helpful to include all relevant details in your correspondence together with your General Pharmaceutical Council (GPhC) registration number and contact details.

Let us know when we have answered your concern.

The process

Stage 1

Your complaint will be recorded by the CPPE customer services team and acknowledged within three working days.

If your complaint cannot be resolved immediately, you will receive a full written response within 20 working days.

Your complaint will be investigated fairly and dealt with in confidence.

Stage 2

If, after receiving our response to your complaint, you feel that your concerns have not been fully addressed, you can ask for it to be reviewed by a member of the CPPE management team. You will receive a full written response which will explain the basis of our decision. This will be the final decision on behalf of CPPE.

In order for us to fully investigate your complaint, you may be asked to provide further information in writing.

How to contact us about a complaint

There are a number of ways you can inform us of your complaint. These include:

Email: **feedback@cppe.ac.uk** (for feedback and comments)

Fax: 0161 778 4030

Address: Centre for Pharmacy Postgraduate Education, 1st floor, Stopford Building, University of Manchester, Oxford Road, Manchester M13 9PT.

For general enquiries you can speak to our customer service team on 0161 778 4000 between 9am and 5pm, Monday to Friday, or you can email us at **info@cppe.ac.uk**

The CPPE customer services team deal with a variety of queries each day. The answers to some frequently asked questions are in the *help* section on our website. Go to **www.cppe.ac.uk** and click on *help* in the top menu bar.

