

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 that 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 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.

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 that 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: info@cppe.ac.uk (for feedback and comments)

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

For general enquiries, you can speak to our customer services 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 deals with a variety of queries each day. You may also be able to find answers to your questions on our website.

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