



Innovative Management & Professional Training

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SEMINAR Registration Form

1. Contact Details <i>(Person responsible for placing the order)</i>				
Name				
Job Title				
Organization				
Address		P.O. Box		
Tel.				
E-Mail				
2. Course Details		3. Course Participant(s) Details <i>(if different from above)</i>		
Course Title	Date	Name of Participant(s)	ACCA # <i>(if relevant)</i>	E-Mail
<p><i>I hereby grant permission for IMPT to release participant details to ACCA as may be necessary for CPD purposes.</i></p>				
_____		_____		
<i>Authorized Signature</i>		<i>Date</i>		
<p>NOTE: By submitting this document, I/we accept that a 48-hour cancellation notice is required and no-shows will be charged the full amount.</p>				

COMPLAINTS PROCEDURE

Innovative Management & Professional Training is committed to ensuring that we provide our participants with a high quality professional training experience. We recognize however that there may be occasions when training participants will feel that they have cause for complaint. By complaint we are referring to an expression of dissatisfaction either about the courses, facilities or services provided by IMPT.

Complaints may be made by individuals or a group of participants. This Complaints Procedure sets out how participants may seek to have complaints addressed. It is anticipated that all complaints can be handled fairly, amicably and to the satisfaction of all concerned.

1. Complainants and any individual against whom complaints might be made may expect complaints to be dealt with confidentially, and that their privacy will be respected. It may, however, be necessary to disclose information to others in order to deal with the complaint and in these circumstances the parties concerned will be informed of such disclosure. Should a complainant be invited to discuss the complaint orally or to attend a hearing, they will be entitled to have a friend or fellow participant accompany them.
2. Anonymous or third party complaints will not be dealt with under this procedure. However, where a member of staff receives an anonymous complaint, they should seek advice from the manager, regarding how the complaint should be dealt with.
3. IMPT believes that complaints should be resolved as close to their source as possible. As such, this Complaints Procedure provides for there to be a number of stages in the handling of a complaint.
 - a. If the complaint is against an individual the complainant should, if possible, first raise their complaint either orally or in writing with that individual, stating the remedy they are seeking. If the complaint is about facilities or services provided by IMPT, the complainant should raise the complaint with the Manager, stating the remedy being sought. The complaint must normally be made within one month of the actions (or lack of actions), which prompted the complaint.

The person to whom the complaint was made shall respond to the complainant within a reasonable time. If making or responding to a complaint involves face to face contact, both parties shall be entitled to be accompanied by a friend, colleague, or member of IMPT staff. If the person against whom a complaint is made rejects the complaint, they must provide written reasons to the Manager of IMPT for doing so.

- b. If the complainant is dissatisfied with the response they receive from the person to whom a complaint has been made, or if they feel unable to approach directly the person against whom they have a complaint, they should submit a written complaint to the Manager of IMPT.

The written complaint should set out briefly the following points:

- I. the nature of the complaint
- II. the steps already taken to resolve the issue (if any)
- III. details of any response received
- IV. a statement as to why the complainant remains dissatisfied
- V. the remedy sought

If the investigation involves a face to face meeting with the Manager of IMPT, and the complainant and/or person against whom a complaint has been made, the latter two shall both be entitled to be accompanied by a friend or colleague. If the complaint is not upheld, the reasons for this decision must be stated in writing to the complainant and to any person against whom a complaint has been made.

Complainants may further appeal against a decision by writing to the Managing Director of IMPT. The final step in the appeal process would be to ACCA.