

COMPLAINTS PROCEDURE FOR WORKSHOP PARTICIPANTS

PAI (Public Administration International) is committed to delivering efficient, effective and high quality workshops for our clients. As part of our culture of continuous improvement, we are keen for participants to have the opportunity to discuss any concerns or raise any complaints about our services. We aim to resolve any such difficulties as amicably, as quickly and as fairly as possible.

If there is anything you are dissatisfied with or concerned about, please talk to your Workshop Facilitator or Workshop Director. Your Workshop Facilitator or Workshop Director will take your concerns or complaint seriously and deal with it quickly. You should expect a response the same day or, at the latest, the following day. We are confident that most difficulties can be resolved at this stage.

If you feel that the matter has not been resolved satisfactorily through informal discussions, you are welcome to raise it with one of PAI's Directors, Claire Cameron or Slava Gromlyuk, who will investigate your complaint fully. You should expect a response from one of them before the end of your workshop.

As PAI is accredited by the British Accreditation Council (BAC), you can also make a complaint through the BAC formal "student" complaints procedure. Their complaints procedure is covered in their Accreditation Handbook and they will try to help you to resolve any dispute you have with PAI.

Full details can be found on BAC's website: <http://www.the-bac.org/bac-complaints-procedure/>

This procedure will be reviewed annually by PAI's Directors.

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