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Complaint Resolution Pathway

How learners and clients raise a concern, how we communicate, and how it is resolved. Time limits are business days (Mon–Fri, excluding Ghana public holidays).

Learner or client raises a concern
Email info@nexdilglobal.com (subject "Complaint") · Phone or WhatsApp +233 24 262 9852 · Complaint form (Policy Appendix A) · Or tell the instructor

Minor issue the instructor can fix now?

YES

Informal fix
Instructor resolves it, usually the same day. Learner can still make a formal complaint.

NO, or learner prefers formal route

Formal complaint
Within 60 days of the issue or course end; later complaints considered with good reason.

Stage 1 · Acknowledge — 2 days
Logged in the Complaints Register. Learner receives a reference number and a named contact. **Owner:** Complaints Officer

Stage 2 · Review and decide — 10 days (max 20)
Facts gathered from learner, instructor and records; instructor may respond. Written decision with reasons and any remedy. **Owner:** Complaints Officer

Learner satisfied with the decision?

YES

Remedy delivered · case closed
Outcome recorded; lessons fed into quarterly review.

NO · appeal within 10 days

Stage 3 · Appeal — 15 days
Independent Reviewer with no part in the case gives a written final decision.

Final decision · case closed
Legal rights unaffected.

SPECIAL ROUTES

Urgent
Loss of platform access or a scheduling clash during a live course: triaged within **1 business day**.

About the Complaints Officer or Founder
Goes straight to the Independent Reviewer at Stage 2.

PMI matters
Exam results, eligibility, membership and audits are decided by PMI. We explain PMI's process and help the learner contact PMI.

POSSIBLE REMEDIES

Explanation and apology · extra tutoring · repeat sessions or transfer to next cohort · corrected materials or access · change of instructor · partial or full refund · process change

We keep you informed
Written update at every stage, and at least every 5 business days while open.

No retaliation
A complaint never affects grades, certificates, support or future enrolment.

Confidential and recorded
Shared only as needed; records kept 3 years under the Data Protection Act, 2012 (Act 843).

Summary of the Customer Complaints and Resolution Policy (ATP-02, v1.0), which governs if the two differ. Document ATP-02a · v1.0 · Effective date: 1 June 2026 · Signed on: 8 November 2026 · Owner: Bernard Blewusi Agblevor, Founder & CEO. Service standards are Nexdil decisions, not PMI requirements.