Nexdil Global
GT-291-6048, House No. 14, Raccoon Street, Sakumono-Tema, Greater Accra, Ghana
+233 24 262 9852 · info@nexdilglobal.com · www.nexdilglobal.com

Customer Complaints and Resolution Policy

Document ATP-02 · Version 1.0 · Effective 1 June 2026 · Signed 8 November 2026

Policy owner	Bernard Blewusi Agblevor, Founder & CEO
Effective date	1 June 2026
Date approved and signed	8 November 2026
Approved by	Bernard Blewusi Agblevor, Founder & CEO
Review cycle	Annually, and after any appeal or any change to PMI programme requirements
Applies to	All Nexdil Global training and consulting services

Where the effective date is earlier than the date signed, this policy records in writing the complaint-handling practice Nexdil applied from the effective date. The service standards in this policy, including all timelines and remedies, are decisions of Nexdil Global. They are not requirements set by PMI.

1. Purpose

This policy sets out how Nexdil Global receives, investigates and resolves concerns from learners and clients. It gives every learner a clear, fair and timely route to raise a concern and to appeal a decision.

2. Scope

This policy covers concerns about:

- course content, structure or delivery;
- the instructor, including teaching quality, conduct or availability;
- learning materials, including any PMI-licensed materials, and access to the learning platform;
- the overall learning experience, including scheduling, venue, communication and learner support;
- enrolment, invoicing, payments, refunds and transfers;
- accessibility and reasonable adjustments;
- consulting services, deliverables and engagement conduct.

It applies to current, former and prospective learners, and to corporate clients or sponsors who pay for training on behalf of their staff.

Outside this policy: PMI examination results, PMI eligibility decisions, PMI membership and PMI audits are decided by PMI. Nexdil will explain the relevant PMI process and help the learner contact PMI, but cannot change PMI decisions.

3. Principles

1. **Accessible:** anyone may raise a concern free of charge, in writing or verbally.
2. **Fair:** both the learner and any person complained about are heard before a decision.

3. **No retaliation:** raising a concern never affects a learner's grades, completion certificate, support or future enrolment.
4. **Confidential:** details are shared only with those who need them to resolve the matter.
5. **Timely:** each stage has a stated time limit.
6. **Proportionate:** the remedy fits the impact on the learner.
7. **Recorded:** every formal complaint is logged and reviewed for lessons learned.

4. How to raise a concern

Informal route (optional): learners are encouraged to raise minor concerns directly with their instructor during or after a session. Many issues can be fixed the same day.

Formal complaint: a learner may make a formal complaint at any time, including without first using the informal route, by:

- email to **info@nexdilglobal.com** with the subject line "Complaint";
- phone or WhatsApp on **+233 24 262 9852**, after which Nexdil will confirm the details in writing;
- the complaint form in Appendix A.

Please include your name and contact details, the course and dates, what happened, any supporting evidence, and the outcome you are seeking.

Time limit: complaints should be raised within 60 days of the issue or of the course ending. Nexdil will consider later complaints where there is good reason for the delay.

Representatives: a learner may ask another person, such as a colleague or a corporate sponsor, to complain on their behalf with the learner's written consent.

5. Resolution process

Every formal complaint follows three stages. Time limits are in business days (Monday to Friday, excluding Ghana public holidays).

Stage	What happens	Who	Time limit
1. Acknowledge	Complaint logged in the Complaints Register; reference number and named contact sent to the learner	Complaints Officer	Within 2 business days of receipt
2. Review and decide	Facts gathered from the learner, instructor and records; the learner may be invited to a call; written decision with reasons and any remedy	Complaints Officer	Within 10 business days of acknowledgement; up to 20 if the learner is told why
3. Appeal	Learner may appeal in writing if dissatisfied with the decision; reviewed by a person not involved in the original matter; written final decision	Independent Reviewer	Appeal lodged within 10 business days of the decision; decided within 15 business days

Urgent matters: concerns that affect a learner's ability to continue a live course, such as loss of platform access or a scheduling conflict, are triaged within 1 business day.

Complaints about the Complaints Officer: if a complaint concerns the Complaints Officer or the Founder personally, it goes straight to the Independent Reviewer at Stage 2.

Instructor complaints: the instructor is told of the concern and given the chance to respond before a decision. Outcomes may include coaching, observation of a future session, or

reassignment.

Finality: the Stage 3 decision completes Nexdil's internal process. It does not affect the learner's legal rights. Concerns about PMI products, exams or policies may also be raised directly with PMI.

Learner communication: the learner receives a written update at every stage, and at least every 5 business days while a matter is open.

6. Remedies

Where a complaint is upheld in whole or in part, Nexdil will offer one or more remedies proportionate to the impact on the learner:

- a written explanation and apology;
- an additional tutoring or review session at no charge;
- repeat attendance of affected sessions, or transfer to the next cohort at no charge;
- corrected or replacement materials, or restored platform access;
- a change of instructor for the remaining sessions;
- a partial or full refund under the Nexdil Refund, Cancellation and Transfer Policy;
- a change to Nexdil's own processes to prevent recurrence.

Nexdil does not offer remedies that guarantee an examination result, eligibility or certification, because those are decided by PMI.

7. Records and confidentiality

Each formal complaint is recorded in the Complaints Register with: reference number, date received, learner and course, category, summary, actions taken, decision, remedy, appeal outcome, and date closed.

Records are kept for 3 years from closure, stored securely, and accessed only by the Complaints Officer and Independent Reviewer. Personal data is handled in line with the Data Protection Act, 2012 (Act 843).

8. Monitoring and improvement

The Complaints Officer reviews the register every quarter for trends and root causes, and records improvement actions. Service targets:

Measure	Target
Complaints acknowledged within 2 business days	100%
Complaints decided within 10 business days	90% or more
Appeals decided within 15 business days	100%

9. Roles

Role	Holder	Responsibility
Complaints Officer	Bernard Blewusi Agblevor, Founder & CEO	Logs, investigates and decides complaints; maintains the register; quarterly review
Independent Reviewer	A certified project management professional appointed by Nexdil for each appeal, who had no part in the course or decision under review	Decides appeals and complaints about the Complaints Officer
Instructors	Each instructor engaged by Nexdil	Resolves informal concerns; cooperates with investigations

10. Publication and related documents

This policy is published on www.nexdilglobal.com, referenced in the Enrolment Terms and Learner Agreement, and introduced to learners at the start of every course.

Related Nexdil documents: Enrolment Terms and Learner Agreement; Refund, Cancellation and Transfer Policy; Privacy Notice; Training Delivery Procedure.

11. Approval

Approved for and on behalf of	NEXDIL GLOBAL LIMITED COMPANY
Name	Bernard Blewusi Agblevor
Title	Founder & CEO
Signature	
Date signed	8 November 2026
Effective date	1 June 2026

Appendix A — Complaint form

Field	Learner entry
Full name	
Email and phone	
Course name and dates	
Instructor (if relevant)	
Category: content, instructor, materials, platform, administration, billing, accessibility, other	
What happened, with dates	
Evidence attached (if any)	
Outcome you are seeking	
Have you raised this informally? With whom and when?	
Signature and date	

Submit to info@nexdilglobal.com with the subject line "Complaint", or by phone or WhatsApp on +233 24 262 9852.