



## Complaints Policy Statement

**“We listen. We fix.  
We improve.”**

### 1. Purpose

We aim to provide high-quality eLearning content and customer support. If something goes wrong, we want to hear about it so we can fix it and improve.

### 2. Who This Policy Covers

This policy applies to all users of our eLearning services, including students, educators, and partners.

### 3. What You Can Complain About

You can make a complaint if you are dissatisfied with any aspect of our service, such as:

- Course content quality
- Access issues or technical problems
- Customer support interactions
- Billing or account concerns
- Misleading or inaccurate information

We do not consider general negative feedback or trolling as a valid complaint.

### 4. How to Complain

#### Step 1: Contact Us

Email us at [support@hsqe.co.uk](mailto:support@hsqe.co.uk) with:

- Your full name and email address used to register
- Course name (if relevant)
- A clear description of the issue
- Any evidence/screenshots (if applicable)

#### Step 2: Acknowledgement

We will acknowledge your complaint within 2 business days.

#### Step 3: Resolution

We aim to investigate and resolve all complaints within 7 business days. If it is more complex, we will keep you updated on the progress and estimated resolution time.

### 5. What Happens Next

If your complaint is valid, we will work to fix the issue.

If we believe your complaint is unfounded or outside our scope, we will explain why.

We may use your feedback to update our policies, training, or course materials.

### 6. Escalation

If you are not satisfied with our initial response, you can request an internal review by a senior team member. This will normally be completed within 5 business days of your request.

### 7. Records

We keep records of all formal complaints and how they were resolved. This helps us track patterns and improve our service.



Original Signed

Date: 24 February 2026

John Constable  
Chairman & Professional Head  
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