

# Complaints Procedure

## Menopause Support Officer Program – Transition with Paula Reviewed: March 2026

### 1. Purpose

Transition with Paula is committed to delivering high-quality, professional training and learner support. We recognize that, on occasion, learners may feel dissatisfied with aspects of their experience. This Complaints Procedure ensures that all complaints are handled **fairly, promptly, and transparently**, and that feedback is used to support continuous improvement.

### 2. Scope

This procedure applies to:

- All enrolled learners of the Menopause Support Officer Program
- Prospective learners where a complaint relates to information provided prior to enrollment

A **complaint** is defined as an expression of dissatisfaction relating to training delivery, learning materials, assessment, learner support, or administrative processes.

This procedure does **not** replace informal feedback mechanisms, which learners are encouraged to use where appropriate.

### 3. How to Make a Complaint

Complaints should be submitted in writing and include sufficient detail for a full investigation.

**Email:** [transitionwithpaula@gmail.com](mailto:transitionwithpaula@gmail.com)

Complaints should outline:

- The nature of the complaint
- Relevant dates, communications, or evidence
- The outcome the learner is seeking (if applicable)

### 4. Acknowledgement

All complaints will be acknowledged in writing within two **(2) working days** of receipt.

The acknowledgement confirms receipt and outlines the next steps.

## 5. Investigation

Complaints are investigated thoroughly and fairly, which may include:

- Reviewing course materials and learning resources
- Reviewing learner records and assessment outcomes
- Reviewing relevant communications or technical records
- Seeking clarification or additional information as needed

Where a potential conflict of interest exists, steps will be taken to ensure impartial review.

## 6. Outcome and Resolution

A written response is provided **within ten (10) working days** of acknowledgement.

The response will:

- Summarize findings
- Confirm whether the complaint is upheld, partially upheld, or not upheld
- Outline actions taken or proposed to resolve the matter
- Identify recommendations for improvement where appropriate

## 7. Confidentiality and Data Protection

All complaints are handled confidentially and in accordance with applicable data protection requirements, including GDPR for EU/UK participants and equivalent international standards.

Information is accessed or shared **only where necessary** to investigate and resolve the complaint.

Records are retained securely for quality assurance purposes.

## 8. Appeals

If a learner is not satisfied with the outcome, they may request a review:

- Requests must be in writing
- Requests must be made **within fourteen (14) days** of receiving the outcome

Where resolution cannot be reached internally, learners may request a review by an independent adjudicator or contact the accreditation body **CPDQS** directly.

## 9. Continuous Improvement

All complaints are reviewed to identify opportunities for improvement in training delivery, learner experience, and internal processes.