

| If you are inquiring about....                                                                                                                                                                                                                      | What you should do....<br><i>If this is the first time you are contacting us about the issue</i>                                                                                                                                                                                                                                                                                         | Further relevant information                                                                                                                                                                                                                                                                          |
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| <p><u>Course information</u> e.g. what are the course fees for any programme, what is the duration, what is the accreditation information, how will I take examinations, and any other question(s) directly relating to the course.</p>             | <p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i><br/>           You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing If this is the first time you are contacting us about the issue.</p> | <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p> |
| <p><u>Examination registrations</u> e.g. I have registered for a course and require further information, what are the examination fees, or any other question relating to examinations and examination registrations. Project report enquiries.</p> | <p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i><br/>           You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing If this is the first time you are contacting us about the issue.</p> | <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p> |

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| <p><u>Exam results</u> e.g. When will results for exams be released? What were my results for exams taken? I am not happy with my results and want to speak with someone, and any other questions about exam results. Project report enquiries.</p> | <p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i><br/>         You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p> | <p>We do not handle such enquiries over the telephone. It has to be in writing.</p> <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p> |
| <p><u>Marking of exams</u>. E.g. when will my work be marked? I want a remarking of my work, etc. Project report enquiries</p>                                                                                                                      | <p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i><br/>         You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p> | <p>We do not handle such enquiries over the telephone. It has to be in writing.</p> <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p> |

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| <p><u>All complaints</u> E.g. I am unhappy with a service provided by IPED and its associated organizations.</p>                                               | <p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i><br/>         You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p> | <p>All complaints must be in writing.</p> <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p> |
| <p><u>Payments</u> e.g. I have made a payment and want to speak about it, what payment details can I use? I am calling about a payment my centre has made.</p> | <p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i><br/>         You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p> | <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>                                           |
| <p><u>References</u> e.g. employment or tenancy references about a staff</p>                                                                                   | <p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p>Or post to our office address</p>                                                                                                                                                                                                                                                      | <p>We do not handle such enquiries over the telephone. It has to be in writing.</p>                                                                                                                                                                                                                                                             |

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|                                                      | <p>IPED (Institute for Professional &amp; Executive Development)<br/>         Pacific House,<br/>         Parkhouse, CA3 0LJ</p> <p><i>What happens next?</i><br/>         You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p> |                                                                                                                                                                                                                                                                                                       |
| <p><u>Wish to speak with a named IPED staff.</u></p> | <p>Give us your details and any related message. Provide your telephone number and email.</p> <p>Please make sure that we have the correct details.</p> <p>The message will be delivered and acted upon as appropriate.</p>                                                                                                                                                                                                | <p>If you are not contacted by the respective person after 5 working days after you have called please send us an email <a href="mailto:info@ipeduk.com">info@ipeduk.com</a></p>                                                                                                                      |
| <p><u>Appointment visits to the IPED office.</u></p> | <p>Existing clients should contact their relationship managers for the appointment.</p> <p>New clients:<br/>         Please request for an appointment form by emailing <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p>New clients:<br/> <i>What happens next?</i><br/>         You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p>                   | <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p> |

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| <p>Any other issues not covered in this table.<br/> <u>Corporate and/or business to business related issues</u> e.g. affiliations and collaborations.</p> | <p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i><br/>         You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p> | <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p> |

**T: 0845 468 0042**