



CA Institute Complaints Procedure

CA Institute's aim is to promote and develop high quality in teaching and services. CA Institute has a complaint procedure to ensure that they abide by the CA Institute Charters.

CA Institute may receive a complaint from a student or client about services provided, or from an employee. If this happens the procedure is as follows:

Steps	PROCEDURE	Timeframe
1	<ul style="list-style-type: none"> CA Institute receives a complaint form. CA Institute acknowledges receipt of complaint form. CA Institute's Secretariat forwards complaint form to the Director. 	24 hours
2	<ul style="list-style-type: none"> The Director checks that all information has been completed in the form. If information is missing, the Director requests details from person lodging complaint. 	1 – 2 days
3	<ul style="list-style-type: none"> CA Institute reviews all details of complaint made. If CA Institute does not agree with the complaint, the person making the complaint will be informed, and no further action will be taken by CA Institute. If CA Institute agrees with the complaint, they will inform those in question and ask them to respond to the complaint which has been made. 	1 week
4	<ul style="list-style-type: none"> CA Institute reviews response in question. If CA Institute upholds the complaint after reviewing the response, CA Institute will try to mediate between the person in question and the person making the complaint. If CA Institute does not uphold the complaint after reviewing the response, the person making the complaint will be informed, and no further action will be taken by CA Institute. 	1 week
5	<ul style="list-style-type: none"> If the person making the complaint is not satisfied with the outcome, they may take their complaint to their lawyer. CA Institute will prepare a summary report of the procedure which has been followed and supporting documentation and any other relevant documents. This is sent to the CA Institute's Legal Department. 	1 week
6	<ul style="list-style-type: none"> CA Institute's Legal Department reviews the complaint and all of the related documentation, examining these against the CA Institute's Charters and contract. CA Institute's Legal Department will prepare a report outlining the conclusions reached and indicating any additional steps which are to be followed. CA Institute's Legal Department sends the report to the Director who forwards it directly to the party or parties involved. 	2 -4 weeks
The Court's decision is final.		



CA INSTITUTE COMPLAINT FORM

This form is to be completed by anyone wishing to lodge a complaint about CA Institute.

The form should be completed in full and emailed to info@ca-institute.com as an attachment.

We will confirm receipt of your email and will respond to your complaint within a month of receiving it. This is to ensure there is sufficient time to fully investigate the complaint.

This complaint is against:	CA Institute
Name of person making complaint	
Your current address and e-mail address	
Relationship with CA Institute (e.g. student, client, staff member etc)	
When did you first become a student, client or employee? (month/year)	
Are you still a student or employee there? If not, when did you leave? (month/year)	
Please summarize your complaint against CA Institute. (Use the box below)	
Has the organization respected the CA Institute Charters? If you think they have not respected them, please explain which clause or clauses they have NOT respected. (Use the box below)	
Have you complained directly to CA Institute, using their own complaints or grievance procedure? (Use the box below)	



Did the member organisation take any action or respond after your complaint? Please give details. <i>(Use the box below)</i>
If they did not take any action, what reason did they give? <i>(Use the box below)</i>
In your opinion, what action should CA Institute take now? <i>(Use the box below)</i>
Any other important information? <i>(Use the box below)</i>

I authorize CA Institute to show this complaint form and related documents to the person or people concerned.

Full name:

Date: