



DYNAMIC
NEURO
ACADEMY

Complaints Procedure

Dynamic Neuro Academy (DNA)

Document ref#: CP.26.0.002

Date Revised: Feb 2026

1. Purpose

Dynamic Neuro Academy is committed to maintaining high standards of training delivery and learner satisfaction. This procedure outlines how complaints are submitted, reviewed, and resolved in a fair, transparent, and timely manner.

2. Informal Resolution (Stage 1)

Learners are encouraged to raise concerns directly with the trainer or program coordinator within **7 days** of the issue arising.

Many matters can be resolved quickly through clarification or discussion.

3. Formal Complaint Submission (Stage 2)

If the issue is not resolved informally, the learner may submit a formal complaint:

- In writing via email or
- Through the official online Complaints & Feedback Form

The complaint must include:

- Full name
- Course name
- Description of the issue
- Relevant dates
- Supporting evidence (if applicable)



4. Review Process

- All formal complaints are acknowledged within **3 working days**.
- An internal review is conducted by the Academic Director or designated senior representative.
- A written response will be provided within **10 working days**.

5. Resolution Outcomes

Possible outcomes may include:

- Clarification or explanation
- Corrective action
- Additional academic support
- Policy review where applicable

6. Escalation

If the learner is not satisfied with the outcome, they may request a secondary review within 5 working days of receiving the decision. The final decision will be issued in writing.

7. Confidentiality

All complaints are handled confidentially and professionally. Records are maintained securely for quality assurance purposes.

