



Netcampus Complaints Procedure

1. A complaint may be lodged in person, via telephone, email (info@netcampus.com) or in writing.
2. Acknowledgement of receipt of complaint within 24 hours of receipt.
3. Decision on raised complaint is to be provided within 1 working day after receipt acknowledgement.
4. If resolution is unsatisfactory, further action to be taken will be agreed with complainant.
5. 5 working days, to complete agreed actions with complainant.
6. At any point of the complaint handling process the complainant is free to engage directly with Peoplecert on the complaint if they so desire.

Netcampus Appeals Procedure

1. To appeal, and email should be sent to appeals@netcampus.com
2. The training manager will acknowledge receipt within 2 business days.
3. The training manager will escalate to Logistics/Operations Manager
4. The Logistics/Manager will engage with the party appealing the matter and agree on actions towards resolutions.
5. At any point of the appeal handling process the requestor is free to engage directly with Peoplecert on the complaint if they so desire.

PeopleCert's detailed Complaints & Appeal processes can be found [PeopleCert Legal Documents and Policies](#) |

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