

Complaint Handling Procedure

Policy summary

The way CyberGym handles customer dissatisfaction allows the company to correct a complaint, or the customer's perception of a complaint, on its part.

As a result, effective complaint handling is essential to the protection of our brand and client experience.

It is also an opportunity to demonstrate that we treat our customers fairly.

This document describes our complaint handling procedure.

Introduction

What is a Complaint?

A complaint is defined as any written expression of dissatisfaction, or indication of a problem whether made formally and titled as such or not and regardless of its perceived gravity, about our training services or any other service that our company supplies.

Who may Initiate a Complaint

Any customer of CyberGym or a participant in our services (such as our trainees) may lodge a formal complaint or indicate a problem in written feedback or correspondence, which should be treated as a complaint.

Form of complaint

Formal complaints may be lodged via the form in appendix B and mailed to: support@cybergym.com.

However, this does not prevent complaints from being submitted in a free form (such as in an email or letter) and through any of our other

contact channels (such as delivery by hand to any of our trainers or sent by mail to the company's offices).

It is the responsibility of any employee who receives negative feedback to make sure the complaint is passed on to the support channel (support@cybergym.com) as soon as possible.

Handling a Complaint – The Procedure

The moderator of the support channel (i.e., the employee charged with monitoring the support@cybergym.com mailbox) Details of the complaint should forward the complaint without undue delay to the relevant persons within the customer success manager unit who is in charge of the relevant service, who in turn has to:

- verify that the nature of the communication is indeed a complaint.
- analyze and categorize the complaint into one or more of the following major categories:
 - content problem (e.g., outdated content or content which is unaligned to the level of trainees);
 - delivery problem (e.g., dull or incoherent presentation);
 - personal conduct (e.g., unprofessional behavior of the training team);
 - legal issue (e.g., claimed breach of laws or regulations);
 - other

Recording Keeping

The CSM is responsible for recording, updating and managing the complaint. In the case that multiple clients report the same complaint, they should be recorded as separate complaints in the register.

Official registration of the complaint must be done within two business days of receipt.

Acknowledging the complaint

All formally lodged complaints and any other communication which comprises of a complaint need to be acknowledged to the complainant, with a copy to VP Sales, within two business days of receipt.

In addition:

- If a final response can be provided within two business days of receipt, the acknowledgment can be included within the final response.
- In case the complaint is not resolved within four weeks, we must send a letter or email to the complainant explaining the cause of the delay and the expected time for its resolution.
- If not resolved within eight weeks, another written update to the complainant is required (by the end of the eighth week), and the handling of the complaint must be escalated to the managerial level for review and handling.

Contents of the acknowledgment

The acknowledgment shall be in writing and include:

- Acknowledgement of receipt of the complainant and thanking the complainant for taking the time and effort to bring the matter to our attention.
- informing the complainant that the complaint will be duly reviewed and that he or she will be updated on the status of such review and its result
- a copy (or a link to web-version) of this document
- contact details for receipt of additional information or for providing any support materials.

Investigating the complaint

Throughout the investigation of a complaint, promptness and performing a thorough root-cause analysis are essential, and assistance should be sought from all relevant elements in the company. All aspects of the complaint must be investigated in a professional, unprejudiced manner, irrespective of whether they will be upheld or not. Copies of any documents that support the investigation into the complaint should be retained, as well as the acknowledgment and final answer to the claimant.

Notice to Complainant of the Investigation Results

- The results of the investigation process must be communicated to the complainant in writing, in a clear, reasoned and respectful manner
- The complainant must be informed of his or her right to appeal the result and the procedure and timeline for doing so

Quality check

All correspondence with complainant must be reviewed against company's guidelines prior to submission. In the event the complaint has legal bearings (such as an allegation or any direct or indirect admission of breach of law or contract), prior approval of the legal department must be sought.

Closing the complaint

We will consider a complaint to be closed when either: (a) a final response has been sent to the complainant and the period of time for appealing the decision (see below) has expired or (b) if at any point the complainant informs us in writing that they consider the matter to be closed. The date of closure of the complaint must be recorded in the system, and the client's file needs to be updated.

Handling Appeals:

Appeals against the results of a complaint may be lodged by a complainant in writing within 21 days of the notice of results, and shall be investigated and decided upon and communicated to the complaint within three weeks.

All appeals shall be handled at management level.

Complaints Reporting

All complaints received will be reported within the Company to C level managers as follows:

- to VP sales– a summary of complaints received each month.
- CEO – the total number of complaints received, divided by categories, and final results shall be reported on a quarterly basis. Additionally, the report shall include a summary of any serious findings.

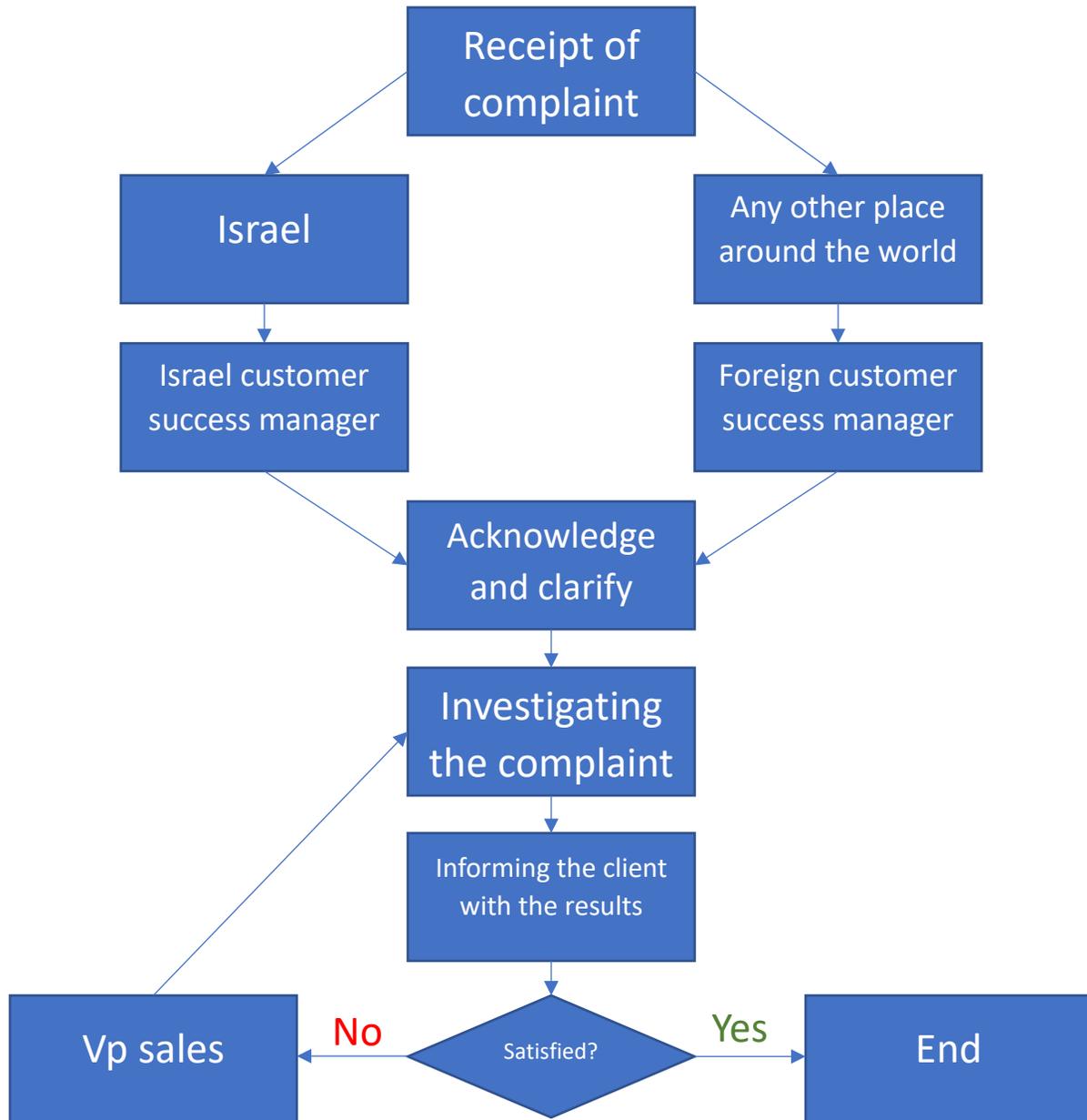
Monitoring Compliance

Compliance with the complaint handling procedure shall be monitored by VP sales. Findings of the monitoring are reported to CEO.

Record retention

A full record of all complaints and all communicated results must be retained for five years, or in the case of complaints having legal implications, retention shall be for a period of 7 years or as instructed by the legal department

Appendix A



Appendix B

Complaint form

Date:

Full name:

Arena:

Content of the complaint:

Attached documentation:

Please send via email to – support@cybergym.com