

COMPLAINTS POLICY

Megamas Training Company Sdn Bhd is committed to dealing with all formal complaints in a fair and timely manner, and to use them as an opportunity for making improvements.

If you have a complaint relating to any aspect of your course, please raise it with your course provider to allow them to investigate under their own complaints procedures and resolve the issue. If you are not able to resolve the problem, please let us know.

All complaints received by Megamas Training Company Sdn Bhd are dealt with in accordance with our procedure:

- All complaints will be acknowledged in writing within 10 working days.
- Correspondence and discussions regarding your complaint will be logged.
- Complaints will be investigated promptly and fairly.
- All complaints will be resolved and a written response provided within 25 working days. In the event that resolution is not possible within this timescale Megamas Training Company Sdn Bhd will advise you in writing of the reason for the delay and the expected date of resolution.
- Where we find that any corrective and/or preventative action is required; this will be recorded and monitored to ensure improvements are made.



A handwritten signature in blue ink, appearing to read 'Khadijah C. A. Mohamed'.

Hajah Khadijah C. A. Mohamed, Managing Director
January 2021