

## Candidate complaints policy

We are committed to providing a high standard of service. However, we recognise there may be times when we do not provide as efficient or effective a service as you would wish.

If you are unhappy with the service you have received as a CFA UK candidate, please let us know.

All complaints will be acknowledged within two (2) working days and we will reply to the substance of the complaint received within ten (10) working days of receipt. Where it is not possible to provide you with a response at this stage, you will be given a date by which a full response will be provided. We aim to respond to all complaints within 30 calendar days of being received.

To make a complaint, please follow the procedures below. Please provide us with as much information as possible to enable us to investigate your complaint thoroughly.

### Making a complaint

Please email your complaint to the Qualifications & Operational Oversight Manager at [examsupport@cfauk.org](mailto:examsupport@cfauk.org) including the word 'Complaint' in the title or your email. Alternatively, please post to:

Qualifications & Operational Oversight Manager  
CFA Society of the UK  
3<sup>rd</sup> Floor, Boston House  
63-64 New Broad Street  
London EC2M 1JJ

The Qualifications & Operational Oversight Manager will review the case and may request further information from the complainant.

### **If you're not satisfied**

If, after investigation, you believe we have not handled your complaint fairly or in an appropriate manner, please write directly to our Director of Education at the above address.

The Director of Education will review the case and may request further information from the complainant. We aim to provide a response within 21 calendar days of the complaint being received by the Director of Education. Where, during the review, new information not previously considered comes to light, this time period may be extended to 21 calendar days from the receipt of the new information, and the candidate notified. The complainant will be informed of the process undertaken to review the complaint and of the decision taken.

Where complaints are specifically targeted at those involved in the resolution process, this matter will be addressed by the CFA UK Management team, who will determine whether the person(s) concerned remains appropriate to review and respond to the complaint.

All complaints and the outcomes of the investigations are reported to the CFA UK Exams & Education Committee.