

If you are inquiring about....	What you should do.... <span style="color: red;">If this is the first time you are contacting us about the issue</span>	Further relevant information
<p><u>Course information</u> e.g. what are the course fees for any programme, what is the duration, what is the accreditation information, how will I take assessments, and any other question(s) directly relating to the course.</p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i>            You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing If this is the first time you are contacting us about the issue.</p>	<p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>
<p><u>Assessment registrations</u> e.g. I have registered for a course and require further information, what are the assessment fees, or any other question relating to assessments and assessment registrations. Project report enquiries.</p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i>            You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing If this is the first time you are contacting us about the issue.</p>	<p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>

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<p><u>Assessment results</u> e.g. When will results for assessments be released? What were my results for assessments taken? I am not happy with my results and want to speak with someone, and any other questions about assessment results. Project report enquiries.</p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i>          You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p>	<p>We do not handle such enquiries over the telephone. It has to be in writing.</p> <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>
<p><u>Marking of assessments</u>. E.g. when will my work be marked? I want a remarking of my work, etc. Project report enquiries</p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i>          You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p>	<p>We do not handle such enquiries over the telephone. It has to be in writing.</p> <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>

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<p><u>All complaints</u> E.g. I am unhappy with a service provided by IPED and its associated organizations.</p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i>          You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p>	<p>All complaints must be in writing.</p> <p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>
<p><u>Payments</u> e.g. I have made a payment and want to speak about it, what payment details can I use? I am calling about a payment my centre has made.</p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i>          You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p>	<p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>

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<p><u>References</u> e.g. employment or tenancy references about a staff</p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>Or</i> post to our office address</p> <p>IPED (Institute for Professional &amp; Executive Development)          Pacific House,          Parkhouse, CA3 0LJ</p> <p><i>What happens next?</i>          You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing If this is the first time you are contacting us about the issue.</p>	<p>We do not handle such enquiries over the telephone. It has to be in writing.</p>
<p><u>Document verification/authentication</u> e.g. You want to verify a Certificate, Transcript, Letter of Introduction, or other similar document that an individual claims to have been issued by IPED – UK.</p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>,</p> <p><i>OR</i> Complete the respective verification form and send to us by email; <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p>	<p>We do not handle such enquiries over the telephone. It has to be in writing.</p>
<p><u>Wish to speak with a named IPED staff.</u></p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a></p> <p><i>OR</i> Call us</p> <p>Give us your details and any related message. Provide your telephone number and email.</p> <p>Please make sure that we have the correct details.</p>	<p>If you are not contacted by the respective person after 5 working days after you have contacted us please send us an email <a href="mailto:info@ipeduk.com">info@ipeduk.com</a></p>

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	<p>The message will be delivered and acted upon as appropriate.</p>	
<p><u>Appointment visits to the IPED office.</u></p>	<p>Existing clients should contact their relationship managers for the appointment.</p> <p>New clients: Please request for an appointment form by emailing <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p>New clients: <i>What happens next?</i> You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing If this is the first time you are contacting us about the issue.</p>	<p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>
<p><u>Virtual meetings and appointments</u> e.g. video meetings, conference calls and other similar virtual meetings</p>	<p>Existing clients should contact their relationship managers for the respective appointment.</p> <p>New clients: Please request for an appointment form by emailing <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p>New clients: <i>What happens next?</i> You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing If this is the first time you are contacting us about the issue.</p>	<p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>

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<p><u>Any other issues</u> not covered in this table that can ordinarily be dealt with in writing. <u>Corporate and/or business to business related issues</u> e.g. affiliations and collaborations.</p>	<p>Send your inquiry in writing to <a href="mailto:info@ipeduk.com">info@ipeduk.com</a>.</p> <p><i>What happens next?</i> You will be contacted within 48 working hours upon receipt of your email with all the relevant details</p> <p>Note: We will ask you to put your inquiry/issue into writing if this is the first time you are contacting us about the issue.</p>	<p>If you do not hear from us 5 working days after sending your first email, please resend your email (because we may not have received it).</p> <p>If you do not hear from us 48 working hours after resending us your email, please call us on the number provided on our website to follow up.</p>
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**T: 0845 468 0042**