

VG Learning Destination ACCA Complaint Form

Full Name:

Phone No:

Date of Complaint:

VGLD User ID:

Complaint details:

We endeavor to resolve your complaint within 5 working days.

If not resolved, you may :

- Submit a complaint under "HELPDESK" option in their student portal or

- Raise the complaint formally directly with staff as per the escalation matrix below:

1ST LEVEL- Ms Amanpreet Kaur/ Mr Himanshu Sadhu

amanpreet@vglearningdestination.com

2nd LEVEL- Ms Shilpi Jain

acca@vglearningdestination.com

3rd LEVEL- Ms Sana Baqai

sana@vglearningdestination.com

For Internal use only:

Complaint handed to:

Date:

Resolution

Date of Resolution

Current Status

Effective learning from Complaint