

## **Student complaints procedure**

### **Step 1 - Informal procedure**

In case of any concerns with the service we provide, we would encourage seeking an informal resolution.

- Please raise any concern with Eleni Anthimou / Mikaela Koumettou ([cy\\_pwcacademy@pwc.com](mailto:cy_pwcacademy@pwc.com)).

### **Step 2 – Formal procedure**

If you have been unable to resolve your concern informally or feel it requires a formal response, you can make a formal complaint. To do this, you can:

- Contact Polina Jacovidou Michael - PwC's Academy Professional Qualifications Lead at [polina.jacovidou.michael@pwc.com](mailto:polina.jacovidou.michael@pwc.com)
- If you wish to maintain confidentiality or feel uncomfortable expressing your concerns to PwC's Academy, you may contact the "Trainee Support" of Human Capital ([cy\\_traineesupport@pwc.com](mailto:cy_traineesupport@pwc.com)) or the Head of Human Capital.

A complaint will normally be responded to within 5 working days.

### **Step 3 – Escalate to ACCA**

- In case your concern has not been resolved you also have the option to escalate to ACCA at [complaints@accaglobal.com](mailto:complaints@accaglobal.com) or <https://forms.accaglobal.com/contact-us>.

If you have exhausted both PwC's Academy, PwC's Human Capital (for PwC employees only) and ACCA complaint's process, you can escalate to the appropriate regulatory body.