

Complaints Policy

Our aim is to provide a professional and friendly customer care experience which complements the high standard of training delivered, to ensure that all customers of CAE Oxford Aviation Academy leave entirely satisfied with their training experience.

In order to fully meet your, and our, expectations it is important that we receive your feedback; which will be requested at specific points in your training. In addition to this there are a number of informal channels through which it is hoped that most problems can be resolved. If however you are not satisfied and wish to pursue a formal complaint, this will be recorded, treated seriously and impartially by the team responding.

How does the complaints procedure work?

- **Step 1** - If you feel unable to resolve your concerns informally you should detail your complaint in writing to the Head of Student Services at the relevant location. To assist the process, your written complaint should include details of the main issue of concern, an outline of any informal discussions already taken place to resolve the matter (including the names of any employees involved in these and the relevant dates) and a summary of the resolution/outcome that you are seeking.
- **Step 2** - A written acknowledgement from CAE Oxford Aviation Academy will be sent confirming receipt of the complaint.
- **Step 3** – The Head of Student Services will forward the complaint on to the appropriate Department Head for investigation.
- **Step 4** – A complaints panel will be assembled and any findings, supported by any relevant reports and documents, will be passed to the panel with a minimum of 3 days’ notice to a formal review meeting.
- **Step 5** – A complaints panel meeting will be held within 2 weeks of receiving the formal complaint
- **Step 6** - An invitation to a meeting between you, the customer, and CAE Oxford Aviation Academy to discuss the findings of the complaint.
- **Step 7** - A written response to the complaint, including detail of any corrective action agreed.

In the interests of transparency, fairness and integrity, any investigation will be conducted through a process of open correspondence, unless there are pressing reasons for any information to remain confidential or you have requested in writing non exposure to a sponsor.

Impartial Consultants:

Should you require a representative to advise you in an independent capacity on an official complaint, CAEOAA has contact with 2 professional persons who are happy to assist. Linde Melhuish from EASE Training is contactable on 07967 690412 and linde.melhuish@gmail.com. Sue Severn (local Parish Clerk) is contactable on 07778 473392 and sue.severn@aol.com.

You are of course able to seek alternative advice externally should you feel the need to.

Who to Contact?

Complaints should be sent in the first instance to the Head of Student Services at the location for which your complaint resides:

Head - Student Services CAEOAA Oxford Oxford Airport Langford Lane Kidlington OX5 1QX, UK	Head - Student Services CAEOAA Brussels Brussels National Airport Building 201 1820 Steenokkerzeel Belgium	Head - Student Services CAEOAA Mesa 5010 E. Falcon Drive Meza, Arizona 82515 USA	Head - Student Services CAEOAA Amsterdam Diamantlaan 3, 2132 WV Hoofddorp, The Netherlands
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Please remember that we are very happy to receive feedback from you at all stages of your training and our aim is to act on this feedback before it reaches the stage of becoming a formal complaint. To this end we do encourage all of our customers to speak with the staff and managers responsible for the issues that they have concerns with. If you feel that a particular person or department is not sufficiently responding please feel free to speak with the Head of Student Services team who will be able to direct your concerns to the correct department lead.

Refund Policy for APP First Officer and MPL First Officer Courses

There are three scenarios under which a student might discontinue training from the APP or MPL First Officer courses and the refund policy varies for each scenario.

1. If a student drops out of a course of their own volition for any reason, we retain a contractual minimum of £10,000 or the value of training delivered to date, whichever is higher.
2. If a student permanently loses his or her Class 1 medical certificate due to a change in health, training must cease. In such cases, we retain a contractual minimum of £10,000 or the value of training delivered to date, whichever is higher. We refer all students to insurers that offer Trainee Pilot Insurance to cover the risk of losing their Medical Certificate. Details of two such providers are below.
3. Under the Skills Protection Plan (SPP) included as a feature of both the APPFO and MPLFO airline pilot training courses, CAE OAA occasionally takes the decision to terminate a student's training due to his or her apparent lack of aptitude. This would normally occur after the student has repeatedly failed to achieve the required standard on a government invigilated examination or flight skills test. Under the SPP, we would retain the student's £5,000 course deposit and take deductions for any meals, accommodation or non-training related expenses and refund the remaining fees that have been paid into the student's account. In the case of bank loans, we have the option of returning fees to the bank; however, it is up to the student to repay any accrued interest or any outstanding loan balance if the refund is less than he or she owes the bank.

Refund Policy for Waypoint Pilot Programme

We do not refund any fees if a student withdraws from this course for any reason, including loss of his or her Class 1 Medical certificate. This course does not include a Skills Protection Plan. Waypoint students can also buy Trainee Pilot Insurance to cover the risk of losing their Class 1 Medical Certificate.

Trainee Pilot Insurance

All of our students are advised to take out Trainee Pilot Insurance. There are several underwriters and brokers offering this type of coverage, two of which are linked below. This coverage is similar to Loss of Licence Insurance, save for the fact that a trainee pilot does not yet have a licence. Because professional pilots must hold a Class 1 Medical Certificate in order to exercise the privileges of their Commercial Pilot Licence (CPL) and because trainee pilots must also hold this Medical Certificate to train for a CPL, this type of insurance policy provides either a cash lump sum or monthly benefits that can be used to pay off any training loans or to make the student's personal finances whole in the event of loss of the Medical Certificate.

<http://www.balpa-bfs.co.uk/FlyingLicenceInsurance/TraineePilotInsurance/tabid/10187/Default.aspx>

<http://www.hiscoxbroker.co.uk/more-products/global-flying-insurance/loss-of-training-expenses/>