



We Make You A Global Citizen

## Candidate Grievance Policy

### Glopass Study Abroad (SPRS Consulting India Pvt Ltd)

#### Introduction:

Glopass Study Abroad (SPRS Consulting India Pvt Ltd) is committed to providing high-quality services to our candidates seeking overseas education. This policy outlines the procedure for addressing grievances raised by candidates regarding our services.

#### Purpose:

This policy aims to:

- Ensure legal compliance by establishing a clear grievance procedure.
- Provide candidates with a transparent and accessible mechanism for addressing concerns.
- Facilitate fair and efficient resolution of grievances.
- Maintain and improve the quality of Glopass Study Abroad's services.

#### Scope:

This policy applies to all candidates who have engaged with Glopass Study Abroad for study abroad services. Grievances can be raised against Glopass Study Abroad, its employees, or its partner institutions (where relevant to Glopass's services).

#### Grievable Issues:

Grievances may include, but are not limited to:

- Misrepresentation of services or partner institutions.
- Issues related to application processing or visa assistance.
- Concerns about financial transactions or fees.
- Inadequate or misleading information provided.
- Issues with pre-departure or post-arrival support.
- Unprofessional conduct by Glopass staff.
- Discrimination or harassment.

**GloPass- Study Abroad is trading name of SPRS Consulting India Private Ltd**

No 22, Bypass Road, Near Jeyasakthi Hotel, Kalavasal, Madurai, Tamil Nadu-625016,

HO: 126, Wheatfield Drive, Bradley Stoke, BS32 9DD, Bristol, United Kingdom: USA:1216, Miccosukee Road, Tallahassee, Florida 32308

T: +91 76677 11335 M: +44 7961 572 520 E: support@glopass.in W: <https://.glopass.in>

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### Grievance Procedure:

1. **Informal Resolution:** Candidates are encouraged to first attempt to resolve their concerns informally by discussing them with their assigned consultant or a Glopas representative.

**Formal Written Grievance:** If the informal resolution is unsuccessful or if the grievance is of a serious nature, candidates must submit a formal written grievance to the designated Grievance Officer at Glopas Study Abroad. This can be done via email to [thangam@glopas.in](mailto:thangam@glopas.in) or [support@glopas.in](mailto:support@glopas.in) or by post to No 22, Bypass Road, Near Jeyasakthi Hotel, Kalavasal, Madurai, Tamil Nadu-625016

The grievance must include:

- Candidate's full name and contact details.
  - A clear description of the grievance, including dates and relevant details.
  - Any supporting documentation.
  - The desired resolution.
2. **Acknowledgment:** Glopas Study Abroad will acknowledge receipt of the formal grievance within 7 business days.
  3. **Investigation:** An impartial investigation will be conducted by the Grievance Officer or a designated representative. This may involve interviews with the candidate and relevant parties, as well as a review of documentation.
  4. **Grievance Meeting:** Following the investigation, a grievance meeting will be scheduled within 5 business days to discuss the findings and potential resolutions. The candidate will have the opportunity to present their case. Glopas may hold a preliminary meeting, then hold another after the investigation is completed.
  5. **Resolution and Notification:** Glopas Study Abroad will provide a written response outlining the resolution within 5 business days of the grievance meeting. This will include any actions Glopas intends to take.
  6. **Appeal:** If the candidate is dissatisfied with the resolution, they may appeal in writing to the Director of Glopas Study Abroad within 14 business days of receiving the resolution. The appeal must state the grounds for the appeal.
  7. **Appeal Meeting:** An appeal meeting will be held within 7 business days of receiving the appeal. The appeal will be conducted by a senior manager who was not involved in the initial grievance process.

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8. **Final Decision:** Glopas Study Abroad will provide a final written decision within 10 business days of the appeal meeting. This decision will be final.
9. **Confidentiality:** All grievances will be handled with confidentiality, subject to legal and procedural requirements.
10. **Record Keeping:** Glopas Study Abroad will maintain accurate records of all grievances and their resolutions.
11. **Vexatious Complaints:** Glopas reserves the right to take appropriate action against repeated, unfounded and vexatious complaints.
12. **Grievances against Directors:** If a grievance is raised against a director, then a senior member from our corporate office, who has no conflict of interest, will handle the grievance. Please email to [sankar@glopas.in](mailto:sankar@glopas.in)

**Contact Information:**

Email: [thangam@glopas.in](mailto:thangam@glopas.in)

Postal Address: No 22, Bypass Road, Near Jeyasakthi Hotel, Kalavasal, Madurai, Tamil Nadu-625016,

**Review:**

This policy will be reviewed and updated periodically to ensure its effectiveness.

**Date:** 14/02/2025

A handwritten signature in blue ink, appearing to read "K. Thangam", is written over a white rectangular background.

**Signature:**

Thangam Karthick

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