

PENTORA GROUP
Complaints Policy

Policy 1 of 10 | Version 1.0 | April 2026

Organisation Pentora Group Inc.	Jurisdiction Toronto, Ontario, Canada	Sector Energy — Oil & Gas / CPD
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1.1 Purpose

Pentora Group Inc. is committed to delivering high-quality professional development. This policy sets out how participants, organisations, and stakeholders may raise a complaint and how Pentora Group will respond fairly and promptly.

1.2 Scope

This policy applies to all learners, corporate clients, and members of the public who interact with Pentora Group courses, events, or services.

1.3 How to Raise a Complaint

Complaints should be submitted in writing to info@pentoragroup.com with the subject line: COMPLAINT — [Course Name]. Complaints may also be submitted by post to Pentora Group Inc., Toronto, Ontario, Canada.

1.4 Complaints Procedure

1. Acknowledgement: Pentora Group will acknowledge receipt of the complaint within 3 business days.
2. Investigation: The complaint will be reviewed by the Course Director within 10 business days. Where the complaint involves the Course Director, it will be escalated to an independent reviewer.
3. Response: A written outcome will be provided within 15 business days of the original complaint, including findings and any remedial action taken.
4. Appeal: If the complainant is not satisfied with the outcome, they may invoke the Appeals Policy.

1.5 Confidentiality

All complaints will be handled with discretion. Personal data will be processed in accordance with Pentora Group's Privacy Policy.

1.6 Record Keeping

All complaints and outcomes will be logged and reviewed annually to identify patterns and improve course quality.

Approved by Dr. Annick N. Adjeki, PhD	Date April 2026
Role Founder & Director, Pentora Group Inc.	Review Date April 2027