

Complaints Policy and Procedure

Issued by Just Dawn Love, LLC | Version 1.0 | Effective September 15, 2026 | Policy owner: Dawn Love, CEO/Founder

1. Aim of this policy

We want every learner to have a good experience of the Certified AI-Ready Professional (CAIRP) Program. When something goes wrong, we want to hear about it, put it right where we can, and learn from it. This policy explains how to make a complaint, who deals with it, how long it takes, and what to do if you disagree with the outcome. It applies to learners, to organizations that sponsor learners, and to anyone applying to join a cohort, whether the program is delivered face to face or online.

You can complain about any part of our service, including teaching, materials, assessment and Skills Check decisions, certificates, support, fees and refunds, or the way you were treated.

2. What you can expect from us

- Making a complaint is simple and costs nothing.
- Your complaint is handled in confidence. Only the people who need to see it in order to resolve it will do so, in line with our Data Protection Policy.
- Complaining will never affect your place on the program, your assessment results or your certificate.
- You will get a clear written explanation of what we found and what we decided.
- If we change something because of your complaint, we will tell you.

3. Who is responsible

Dawn Love, CEO/Founder, is the point of contact for all complaints and is responsible for making sure this policy is followed. Because Dawn Love also teaches the program, a complaint may be about her directly. For that reason every complainant has the right to an appeal decided by our independent reviewer, Solomon Colvin III, Board Advisor (Stage 3). If your formal complaint concerns Dawn Love's own conduct, you may send it directly to an independent reviewer and ask them to handle it from the start. A second Board Advisor, Trellis White, acts as independent reviewer if Solomon Colvin III is unavailable or if you would prefer a different reviewer.

4. Equity and diversity

Everyone has the right to tell us they are dissatisfied, and everyone who does so will be treated fairly, with respect and without discrimination, in line with our Equal Opportunities Policy. If writing an email is a barrier for you, tell us and we will take your complaint by phone or video call and write it up for you to check. You may also ask someone to help you or to complain on your behalf.

5. How to complain

Please raise your concern as soon as you can, and within 90 days of the event. Give as much detail as you can, including dates and the session or module involved.

Stage	What happens	Our timescale
1. Tell us informally	Raise the concern with Dawn Love during or after a session, or by email. Most concerns can be put right straight away while the program is still running.	Reply within 2 business days

Stage	What happens	Our timescale
2. Formal complaint	Email dawn@dawnloveai.com with the subject line "Formal complaint". Tell us what happened, when, which cohort you are in, and what outcome you are looking for. We will look at the facts, check our records and speak with you if we need to understand more.	Acknowledged within 3 business days. Written outcome within 15 business days
3. Appeal	If you are not satisfied with the outcome, reply within 10 business days to say you wish to appeal and why. Your appeal is reviewed by our independent reviewer, Solomon Colvin III, Board Advisor, who is not involved in delivering your program or in the original decision. Send your appeal to solomon@dawnloveai.com, or to trellis@dawnloveai.com if you would prefer a different reviewer.	Appeal acknowledged within 3 business days. Final written decision within 15 business days

6. Contact details

Complaints: Dawn Love, CEO/Founder, dawn@dawnloveai.com

Appeals and independent review: Solomon Colvin III, Board Advisor, solomon@dawnloveai.com, or Trellis White, Board Advisor, trellis@dawnloveai.com

Website: dawnloveai.com Organization: Just Dawn Love, LLC

7. Outcomes

Your written outcome will say whether your complaint was upheld, partly upheld or not upheld, give our reasons, and set out what we will do. Depending on the complaint, this may include an apology, a correction to a record or an assessment decision, additional support, a free transfer to a later cohort, or a refund under our Learner Guarantee and Refund Policy. If we need longer than the timescales above, we will tell you why and give you a new date. The Stage 3 decision is the final step in our internal procedure.

8. Communication

This policy is published at dawnloveai.com under The DawnLoveAI Institute tab and is sent to every learner with their enrollment confirmation. A copy is available by email on request.

9. Monitoring and review

Every complaint is recorded in a complaints log with the date, the issue, the outcome and any action taken. Dawn Love reviews the log, together with learner feedback, before each new cohort begins, and records resulting changes in the program's version log. This policy is reviewed before each new cohort and at least once a year.

Approved by: Dawn Love, CEO/Founder, The DawnLoveAI Institute Date approved: September 18, 2026 Next review due: September 15, 2027