

Complaints Policy



Purpose: Ensure fair and prompt resolution of complaints.

Scope: Applies to all learners, clients, and stakeholders.

Procedure for Making a Complaint

1. Informal Resolution

- In the first instance, complaints should be raised informally with the relevant staff member or trainer. Most issues can be resolved quickly this way.

2. Formal Complaint

- If the issue is not resolved informally, a formal complaint can be submitted in writing. Complaints should be addressed to the Training Manager at Safety House HSE.

3. Acknowledgement

- Formal complaints will be acknowledged within 3 working days of receipt.

4. Investigation

- The Training Manager will investigate the complaint. This may involve reviewing relevant documentation and speaking to involved parties.

5. Response

- A written response will be provided within 14 working days of the complaint being acknowledged. This response will detail the findings of the investigation and any actions to be taken.

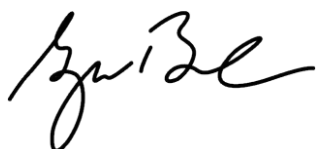
6. Appeals

- If the complainant is not satisfied with the outcome, they may appeal the decision. Appeals should be submitted in writing to the Director of Safety House HSE within 7 working days of receiving the response.

7. Final Decision

- The Director will review the appeal and provide a final decision within 14 working days. This decision will be communicated in writing and is final.

Confidentiality: All complaints are handled confidentially.



CEO