

Students Complaints Procedure

Rev. 02, Date: 01st March 2023; Approved by: General Manager

Students Complaints Procedure

Objectives:

This procedure provides guideline to receive, evaluate and make decisions on student's complaints.

Scope:

The scope and application of this procedure includes students attending the course and client organizations can log complaint.

Responsibilities:

Training course coordinator is responsible for receiving Complains and should take decisions on its resolution.

Procedure:

- Tutor should inform all students about their rights to file complaint and should provide them with the appropriate form on their request.
- All Complaints are submitted via Complaints Form ETC-QF-06-12.
- Once a complaint is received from a student it is forwarded to course coordinator for processing.
- Course coordinator should take immediate action not more than 72 Hour and inform the student about the status of the complaint.
- If course coordinator could not solve the complaint he will forwarded to the General Manager of Experts Center for processing and should take action not more than 72 Hour and inform the student about the outcome.
- Confidentiality is strictly maintained about the complaint raised by any interested party.

For NEBOSH Courses only:

- If the student is not satisfied with Experts Center the way of dealing with the complaint, the student has the right to contact NEBOSH at info@nebosh.org.uk.
- If the student is not satisfied with NEBOSH's dealing with the complaint, the student can contact NEBOSH accredited body SQA, (Please refer to the NEBOSH complaints policy on the NEBOSH website).

Abu Bakr Khalel Abd Alla Farah

General Manager

Rev. 01, Date: 01ST March 2023

