

Complaints and Appeals Procedures

Complete Health & Safety Ltd is a professional consultancy and training establishment that works with and provides support for a variety of customers these include:

Learners, other trainers and training providers, industry, local authorities, national and international organisations.

Our main objectives as trainers are to inform, instruct and educate employees, managers and directors from all sectors in health & safety practices and procedures.

As part of our commitment to achieving these aims and objectives, all Complete Health & Safety Ltd or associated and subcontracted companies of Complete Health & Safety Ltd staff, are committed to ensuring that customers are provided with the best possible information, services and products that are available.

In order to fulfill the full scope of its organisational role, Complete Health & Safety Ltd will:

- Continually strive to promote best health and safety practice and management techniques in all our activities
- Continually strive to provide quality educational standards for attendees
- Continually strive to create cost-effective and accessible ways to supply up-to-date information and education to all attendees
- Continually strive to provide the best possible service and improve accessibility when required

Monitor performance through regular surveys, feedback forms with an up to date clear complaints procedure.

Complete Health & Safety Ltd or associated and subcontracted companies of Complete Health & Safety Ltd are dedicated to meeting all customer expectations and to monitoring and evaluating performance against current standards.

However, it is recognised that there may be occasions when service levels do not meet expectations and complaints may subsequently be made against Complete Health & Safety Ltd or associated and subcontracted companies of Complete Health & Safety Ltd.

It is recognised that complaints may be made against support staff, tutors, clients, training venue providers, other delegates.

It is recognised that complaints may be made by a tutor, a member of staff, a delegate, training venue providers, third parties.

In these instances, all complaints must be submitted in writing under confidential cover and addressed to:

Nick Brion, Director, Complete Health & Safety Ltd, Unit 4 Elm Business Units, Chartwell Road, Lancing, West Sussex, BN6 9BG.

Complaints and Appeals Procedures

All complainants must ensure they provide a clear explanation of the basis of the complaint and clarification of the relationship, if any, between the complainant and the party concerned.

Complete Health & Safety Ltd procedures for addressing complaints:

- A. Upon receipt of the complaint, one of the Directors of Complete Health & Safety Ltd shall, at his/her discretion, consult with the complainant and any other relevant parties.
- B. If a Director then concludes that the complaint could be justifiable, he/she *may* formally notify the party concerned in writing.
- C. All other relevant parties will also receive appropriate details in writing concerning the complaint and will be expected to provide a written response to the request.
- D. All written responses should be submitted within a time period of no longer than 28 days.
- E. When all the responses received have been given due consideration and the Director concludes by this stage that the complaint is justifiable, he/she shall so advise the complainant and will formally notify the party concerned in writing of the decision taken by Complete Health & Safety Ltd. If deemed appropriate, the personal assistant will also provide feedback to the other relevant parties.
- F. However, should the Director conclude at this stage, the complaint not to be justified, he/she shall so advise the complainant and, if deemed appropriate, the party concerned, in writing.
- G. The complainant may challenge this decision by writing directly to Nick Brion, Director, Complete Health & Safety Ltd, Unit 4 Elm Business Units, 67 Chartwell Road, Lancing, West Sussex, BN15 8FD.
- H. This 'appeal' process will be informed solely by the written representations from the complainant/other relevant parties already submitted to the Director.
- I. Should a Director of Complete Health & Safety Ltd consider that a legitimate case has been made, the Director will, in addition to informing the other relevant parties, formally notify the party concerned in writing of the final decision taken by Complete Health & Safety Ltd.
- J. The Director of Complete Health & Safety Ltd decision shall be final and binding and there shall be no obligation to provide a written explanation for the decision taken.
- K. Complete Health & Safety Ltd will at all times strive to protect the anonymity of the complainant.

Complaints and Appeals Procedures

If a complaint or appeal cannot be resolved by the training provider, the dispute should be put in writing to:

IOSH

Training Verifier
Training Department
The Grange
Highfield Drive
Wigston
Leicester
LE18 1NN

CITB

The quality assurance and verification manager
CITB
Bircham Newton
King's Lynn
Norfolk
PE31 6RH

NEBOSH

Tania Barker
Head of Relationship Management
NEBOSH
Dominus Way
Meridian Business Park
Leicester
LE19 1QW

This policy shall be the subject of a three year review cycle or as necessary.

Signed



Nick Brion - Director – Complete Health & Safety Ltd

Date 1st January 2018