

APPEALS & COMPLAINTS POLICY

1.0 BASIC INFORMATION

Purpose:

The purpose of this document is to provide clear instruction on the procedures to be followed in the event of an appeal or complaint in respect of training courses offered by Engaging Safety Limited

Scope:

The scope and instructions detailed in this document should be implemented in the event of any appeal or complaint raised in relation to training courses delivered by or on behalf of Engaging Safety Limited.

Related Documents:

IOSH Assessment Admin document Managing Safely v5.0
 IOSH Assessment Admin document Managing Safely Refresher v2.0
 EUSR Trainer Terms & Conditions

Definitions:

Appeal	Delegate can appeal in writing with the Course Trainer or Client Relationship Director, detailing the reasons they feel the assessment result is unfair/wrong and steps they have taken to resolve this with the Trainer.
Complaint	A complaint is an expression of, or the cause of, pain, anger, discontent, regret or annoyance with the training services provided by Engaging Safety Limited or their training partners.

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2.0 MAKING AN APPEAL OR RAISING A COMPLAINT

If a delegate disagrees with the marks awarded at any stage for any training course delivered by or on behalf of Engaging Safety Limited, they can appeal or complain by following the process set out below: -

Delegates should in the first instance discuss the issue with the trainer

- 2.1 It is the responsibility of the trainer to discuss the issues raised with the delegate and endeavour to reach a satisfactory solution whilst maintaining integrity in line with the Company's malpractice and maladministration policy
- 2.2 Delegates are made aware what their options are at each stage of the following procedure
- 2.3 Should the issue remain, the Client Relationship Director (CRD) will moderate or re-moderate the assessment paper
- 2.4 Delegate will be made aware of the CRD's decision in writing within seven working days of receiving the appeal. The decision is final
- 2.5 Written record of the outcomes for auditing purposes by our accrediting bodies