

### 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 Executive Manager of Experts Center for processing.
- 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](mailto: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.

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**General Manager**

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