

Trainee Complaints Policy and Procedure

Introduction

Osborne Training Services (OTS) is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers; therefore, this Policy outlines the approach we will take when we receive a complaint.

Procedure

Informal Procedure

In the first instance for minor complaints, we encourage trainees to deal with complaints informally by speaking to the General Manager. It is important to recognise that many problems and difficulties can be resolved without recourse to formal procedures. The General Manager will endeavour to seek a resolution to the complaint.

The formal procedure is intended to be used for problems, which are serious in themselves or serious because they remain unresolved after informal processes have not achieved a satisfactory solution.

The trainee will be informed that if the complaint remains after the informal process, they have the option to raise them formally.

Formal Procedure

Where the complaint could not be resolved on an informal basis or in the first instance is found to be of a serious nature, the following formal complaints process should be adopted.

Step 1

Lodging a Complaint

- The complaint should be put in writing, giving as much detail as possible for example, incidents and the names of any witnesses etc.
- The complaint should be detailed on the Complaints Form on Page 4 of this policy.
- The written complaint should initially be lodged with the General Manager.

Step 2

Complaint Investigation

- An investigation will be carried out into your complaint, by the relevant person (most applicable to the nature of your complaint).
- The investigator will submit a full report to the General Manager.

Step 3

Outcome

- The General Manager will inform the trainee in writing of the outcome of their investigation and what possible resolutions/corrective actions OTS will implement.

Step 4 – Complaint Appeal

- If the trainee does not wish to appeal, the complaint will be considered closed.
- If trainee feels their complaint has not been dealt with adequately, they have the right to appeal.

- The complaint will be further investigated by the Group HR Manager and the trainee maybe invited to a meeting to discuss their complaint.
- The trainee will be informed of the final decision in writing.
- If the complaint is upheld, the matter will be passed to General Manager. to take further action (if required).

Although our aim is to resolve any complaints if you would like further advice, you can seek or escalate by contacting BAC (British Accreditation Council). For more information use the link below: <https://www.the-bac.org/bac-complaints-procedure/>

NEBOSH Specific Information

Where a complainant is a NEBOSH delegate; if they remain dissatisfied, the complainant may escalate their complaint to NEBOSH.

If this is the case, the complaint is to be provided with the means by which to make their complaint, via email complaints@nebosh.org.uk or by post to:

Customer Enquiry Team Leader
NEBOSH
Dominus Way
Meridian Business Park
Leicester
LE19 1QW

At conclusion of the NEBOSH complaints process, if the NEBOSH qualification is accredited by SQA Accreditation and the assessment took place within the UK, the student may also seek regulatory advice from SQA Accreditation.

Where a complaint is blatantly untrue and has been brought out of spite, or for some other unacceptable motive, the complainant may be asked to leave the course.

For any further information or questions regarding this policy, please contact the General Manager.

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Complaints Form

Please complete this form if you have any complaint you wish to make regarding any aspect of your time with Osborne Training Services (OTS). Any complaint will be taken without prejudice and fully investigated.

This complaint form can be passed to any OTS staff member however we would suggest you keep your own copy for reference.

Personal Details

Full Name Course Title

Company Course Dates

Nature of Complaint

1) Please enter a short explanation of the nature of your complaint

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2) Please enter the name of any person(s) involved as regards the complaint

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3) Please enter the date (s)/time(s) of incident or complaint

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Student Confirmation

I confirm that the above details are correct and understand that the OTS will investigate my complaint and will write with the outcome.

Signature **Date**

Please hand this form into the General Manager.