

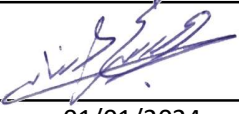

Quality Assurance Policy (QA-P 3)

"Escalation of Complaints for Candidates to NEBOSH/SQA Policy"

Based on ISO 9001:2015

THIS PROCEDURE IS CONTROLLED BY THE INDUSTRIAL TECHNICAL TRAINING INSTITUTE (ITTI) AND MAY NOT BE AMENDED, REVISED OR ALTERED IN ANY OTHER WAY WITHOUT THE AUTHORIZATION OF THE COMPANY.

THE SIGNATURES BELOW AUTHORISE ALL PAGES OF THIS PROCEDURE FOR USE FROM THE DATE OF APPROVAL SHOWN

Activity	Prepared by	Approved by
Name	Mohammed Adnan	Adnan Al Shakhs
Designation	Management Representative	Chairman
Signature		
Date	01/01/2024	01/01/2024

REVISION HISTORY

REVISION	DATE	REMARKS
00	04-01-2015	Issued for Implementation
1	30-11-2017	EAR's integration
2	18-10-2020	Minor Amendments
3	01/01/2024	Minor Updates

Table of Contents

Section	Title of Section-	Page
1.0	Purpose	3
2.0	Scope	3
3.0	Responsibilities	3
4.0	Policy Sequence	4
5.0	References	4

1. Purpose

ITTI is committed to dealing with all formal complaints in a fair and timely manner, and to use them as an opportunity for making improvements.

ITTI accepts all complaints from candidates no matter how small a complaint is, and committed to investigate these complaints to reach a proper resolution.

All complaints should be addressed to the General Manager who should then notify the quality officer and a copy of complaint shall be passed to the Quality Assurance.

Candidate can directly address any complaint to NEBOSH (via info@nebosh.org.uk).

2. Scope

This policy applies to all candidates, individuals and organizations with which ITTI has a relationship.

3. Responsibilities

- ✚ The Customer Satisfaction Division is responsible for registering and forwarding complaints to the Division Heads & copy to the Management Representative.
- ✚ Division Heads are responsible for:
 - Receiving complaints from customers.
 - Forwarding complaints to all concerned parties.
 - Forming a committee in coordination with the Management Representative for investigating major complaints.
 - Responding to customer complaints after resolving them with the concerned parties.
- ✚ Management Representative is responsible for:
 - Evaluating the degree of severity of the complaint in cooperation with the Division Heads and under supervision of the General Manager by classifying it into a minor or major one.
 - Dealing with complaints in consultation with concerned Division Heads.
 - Arranging an internal audit.
 - Recording all complaints, the way they were resolved and any corrective actions taken by the center using ITTI forms (QF 10 - 01, QF 10 - 02).
 - Filing and maintaining copies of complaints and related records.
 - Investigating major complaint and supervising the resolving of minor complaints.
 - Maintaining latest NEBOSH EAR policy.
 - Maintaining all 'EAR's' issued by any student our ITTI.

4. Policy Sequence

- ✚ ITTI declares its policy concerning the acceptance of complaints from customers to be addressed directly to the General Manager.
- ✚ Copies of complaints shall be forwarded to the Management Representative.
- ✚ Upon receiving any complaint, the General Manager shall notify the Management Representative who shall initiate a record of this complaint using form no. (QF 10 - 01).
- ✚ The Management Representative shall assess the complaint in order to adopt an appropriate course of action.
- ✚ If the complaint is minor, the Management Representative with the concerned parties shall work to resolve the complaint and discuss findings and potential solution with the customer and any final action shall be formally reported.
- ✚ If the complaint is major, it shall be escalated to NEBOSH for further action, and the candidate will be informed that he can contact NEBOSH directly (via info@nebosh.org.uk).
- ✚ If any candidate wants to issue an 'Enquiry about results', Training coordinator will send him 'EAR' form as per NEBOSH 'Enquiry about Results Policy'. Training coordinator may send EAR form on behalf of the student to NEBOSH.

5. References

- "Handling of Complaints & Anomalies" B-Tech/ITTI Quality Procedure - Revision 3 (January 2015).
- "Enquiries About Results (EARs) Policy & Procedures" NEBOSH Procedure, Version 11 (November 2017) and related forms (EAR1 & EAR2).
- <https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure>