

NEBOSH Complaints Procedure



This policy is intended to meet the relevant requirements of NEBOSH's regulatory principles and ensure that the British Safety Council deals with any students' complaint regarding a course in a timely and efficient manner leading to resolution.

Definitions

Complaint – a written expression of dissatisfaction from a student regarding an element of a NEBOSH course the student is studying with the British Safety Council.

Procedure

1. The written complaint is forwarded to the Membership and Client and services Manager and logged on the Business Management System. The training manager, Head of Customer Services and account manager will liaise to affect this communication and logging, depending on who the student sends their complaint to.
2. The complaint is investigated by the Training Manager and the complainant communicated with, in line with the British Safety Council system, to a point of resolution and the satisfaction of the Quality Manager which complies with the ISO9001 standard. This includes:
 - Logging the complaint
 - Acknowledging the complaint in writing to the client
 - Logging of correspondence and discussions regarding the complaint
 - Prompt and fair investigation of the complaint.
 - Resolution and a written response made to the client
 - As appropriate, to prevent recurrence, implementation of improvements/corrective actions.
3. If the student remains unsatisfied with the BSC resolution they will be directed to write to NEBOSH directly. All complaints received by NEBOSH are expected to be dealt with in accordance with their procedure as published on their website and copied into Appendix 1 below.
4. Students studying in Scotland who are unsatisfied with the NEBOSH outcome can escalate the complaint further to Scottish Qualifications and Accreditation in line with NEBOSH's published guidance on their website, copied below into Appendix 2.

Appendix 1 NEBOSH Complaints procedure

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

If you have a complaint relating to any aspect of your course, please raise it with your course provider to allow them to investigate under their own complaints procedures and resolve the issue. If you are not able to resolve the problem, please let us know.

All complaints received by NEBOSH are dealt with in accordance with our procedure:

- All complaints will be acknowledged in writing within 10 working days.
- Correspondence and discussions regarding your complaint will be logged.

- Complaints are investigated promptly and fairly.
- All complaints will be resolved and a written response provided within 25 working days of acknowledgement
- Where authorisation to disclose personal details to third parties is required; the 25-working day resolution timeframe commences from the date NEBOSH receive a response to this request.
- If further investigation is required the complainant will be informed prior to the 25-working day resolution deadline that up to a further 10 working day extension is required. Relevant justification will be supplied to support this extended timeframe.
- Where we find that any corrective and/or preventative action is required; this will be recorded and monitored to ensure improvements are made.

Please note; if your concern relates to your examination result or malpractice in the conduct of an examination, your complaint will be dealt with under either the Enquiry About Result procedure or Malpractice policy.

This complaints policy meets the requirements of the regulatory criteria for “open and transparent procedures for complaints” as set out in the "SQA Accreditation regulatory principles (2014)" document published by Scottish Qualifications Authority (SQA) Accreditation in Scotland.

Appendix 2

Escalation of complaints for candidates studying NEBOSH qualifications at Scottish Further Education colleges

In Scotland, the Scottish Public Service Ombudsman (SPSO - www.spsso.org.uk) is the final stage in handling complaints about public services in Scotland. The SPSO will deal with complaints after they have been through the formal complaints process of the organisation concerned.

In December 2012, the SPSO introduced new arrangements for escalation of complaints in relation to public bodies, including Further Education colleges in Scotland:

The SPSO defines a complaint as: “an expression of dissatisfaction by one or more customers about [the college’s] action or lack of action, or about the standard of service provided by [the college] or on its behalf”.

The new process still requires candidates dissatisfied with the provision of services at a Scottish College to exhaust the College’s complaints process before contacting the relevant awarding body.

Where a Scottish college student had a complaint related to an SQA-accredited NEBOSH qualification:

If the complaint is in relation to a NEBOSH qualification that is accredited by SQA Accreditation, the candidate will retain the right to complain to SQA Accreditation once they have exhausted the NEBOSH complaints process. If the candidate remains dissatisfied at this point then they have the right to make a complaint to the SPSO.

A list of NEBOSH qualifications accredited by SQA Accreditation can be found here: http://accreditation.sqa.org.uk/accreditation/Qualifications/Accreditation_Qualification_Search

Where a Scottish college student has a complaint related to a NEBOSH qualification not accredited by SQA:

With regard to complaints in relation to NEBOSH qualifications undertaken at a Scottish College that are not accredited by SQA Accreditation, a candidate has the option of making a complaint to the SPSO once they have exhausted both the College's and NEBOSH's complaints processes.

Where the SPSO process does not apply

Matters of academic judgement remain within the jurisdiction of the awarding body and are dealt with via the existing Enquiries About Result (EAR) and Appeals processes.

Escalation to the SPSO is also not open to students studying at private sector course providers based in Scotland.

Further information for students can be found here: <http://www.spsso.org.uk/college-or-university-complaints>.