

CWD Students Complaint Policy

CWD Students Complaint Policy	Issued: 23/6/2016	Reviewed: 22/7/2024	Approved by: Managing Director
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1. Introduction

Charisma Workforce Development (CWD) is committed to ensure that we handle complaints fairly, efficiently and effectively.

Our student complaint process is intended to:

- Enable us to respond to issues raised by students making complaints in a timely and cost-effective way
- Boost public confidence in our administrative process, and provide information that can be used by us to deliver quality improvements in our training services complaint handling
- This policy provides guidance to our students who wish to make a complaint on the key principles and concepts of our complaint policy

2. Policy Statement

Charisma Workforce Development (CWD) believes that if a student wishes to make a complaint or register a concern they should find it's easy to do so. CWD welcome complaints and look upon them as an opportunity to learn, adopt, improve and provide high quality training. This policy is intended to insure that CWD is committed to deal with all formal complaints in a fair and prompt manner.

In dealing with complaints CWD will taking account to the equality policy and data protection policy.

3. Formal Complaints

Where complaints are received in writing, they must be passed to the quality coordinator, who will record the complaint and send an acknowledgment letter to the complainant within three working days.

- All reports and discussion regarding student complaints will be recorded.
- All complaints will be investigated promptly and fairly.
- All complaints will be resolved and a written response will be provided within 20 working days. In case of any delay that will affect this timescale

CWD will advise the complainant in writing, of the reason for delay and the expected date of resolution.

4. Anonymous complaints

We accept anonymous complaints and will carry out an investigation of the issues raised where there is enough information provided.

5. Complaints Involving Multiple Parties

5.1 Complaints involving:

The Institute of Occupational Safety and Health (IOSH)

IOSH does not deal directly with delegates. CWD is responsible for handling delegate complaints. OSH will be involved only on the appeal producers if deemed to be necessary.

5.2 Complaints involving:

The National Examination Board of Occupational Safety and Health (NEBOSH)

If the student is not satisfied with the way that CWD has dealt with the complaint then they can contact NEBOSH directly at info@nebosh.org.uk

If the students are not satisfied by NEBOSH dealing with the complaint, they can contact the NEBOSH accreditation body, the Scottish Qualification Authority (SQA).

Note that if your concern relates to your examination result or malpractice in the conduct of an examination, your complaint will be dealt with directly by NEBOSH under either the Enquiry about Result procedure or Malpractice policy.

To make complaint please e-mail sh.abuzaid@charismawd.com or write to: Shaker Abuzaid L & D Director and Charisma Workforce Development



Hamid Abuzaid

Managing Director

Charisma Workforce Development

1st June 2016