



# Complaints Policy and Procedure

## Introduction

Tyba for Training and HSE Consultancy is committed to providing a quality service for its staff and service users and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff, service users and stakeholders, and by responding positively to complaints, and by putting mistakes right.

## Aim and objective:

This formal procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction. Additionally, to identify and communicate the formal and informal complaint process which states our commitment to:

- making a complaint is as easy as possible.
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- we deal with it promptly, politely and, when appropriate, confidentially.
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

## Definitions:

### A concern:

A 'concern' may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.

### A complaint:

A complaint may be generally defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

Many issues can be resolved informally, without the need to invoke formal procedures. Tyba for Training and HSE Consultancy will take informal concerns seriously and make every effort to resolve the matter as quickly as possible.

There are occasions when complainants would like to raise their concerns formally. In those cases, Tyba for Training and HSE Consultancy's formal Complaints Procedure should be invoked through the stages outlined within the procedure.

### Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Tyba For Training and HSE Consultancy maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant

## Timeliness and Response:

Complaints need to be considered and resolved as quickly, and efficiently as possible:

- All complaints will be taken seriously and dealt with promptly.
- Complainants will receive a reply within 48 hours (working days) from when the complaint is received. If it is not possible to provide a full reply within this time (for instance, because a detailed investigation is required), an interim response, explaining actions being taken to deal with the complaint, key staff involved, timescales for next steps and resolution.
- The full reply will include the outcome and decision of the complaint, what action will be taken if necessary, and also will include details of who to contact next if the complaining believes the complaint has not been dealt with properly.
- This will normally be the appropriate departmental manager. If, following that second response, a satisfactory outcome has not been achieved; the complaint can be escalated to the Tyba's Managing director who will be responsible for making the final decision in responding to the complaint.
- Complaints are expected to be made as soon as possible after an incident arises (although three months is generally considered to be an acceptable timeframe in which to lodge a complaint); although Tyba for Training and HSE Consultancy will consider exceptions.

## Roles and Responsibility:

### Tyba for Training and HSE Consultancy's responsibilities:

- acknowledge the formal complaint in writing.
- respond within a stated period of time.
- deal reasonably and sensitively with the complaint.
- take action where appropriate.

### A complainant:

A complainant is responsible to:

- bring their complaint, in writing, to Tyba For Training and HSE Consultancy's attention normally within 8 weeks of the issue arising.
- raise concerns promptly and directly with a member of staff in Tyba For Training and HSE Consultancy.
- explain the problem as clearly and as fully as possible, including any action taken to date.
- allow Tyba For Training and HSE Consultancy a reasonable time to deal with the matter.
- recognise that some circumstances may be beyond Tyba For Training and HSE Consultancy's control.

## Recording Complaints:

- Tyba For Training and HSE Consultancy will comply with our obligations under the Equality Act 2010 and Egyptian labour law No. Low 12/2003. It is common practice to ask for complaints to be made by using a complaint form or in writing, however the complainant may have communication preferences due to disability or learning difficulties and providers must allow alternative methods of contact:
- A complaint may be made in person, by telephone, or in writing.
- In order to prevent any later challenge or disagreement over what was said, brief notes of meetings and telephone calls should be kept, and a copy of any written response added to the record.
- Where there are communication difficulties, recording devices may be used to ensure the complainant is able to access and review the discussions at a later point.
- Tyba for Training and HSE Consultancy will record the progress of the complaint and the final outcome.
- All staff involved should be aware that complainants have a right to copies.

## Formal Complaints Procedure

### Stage 1

In the first instance, if the Complainant is unable to resolve the issue informally, he/she should write to the Quality manager, so that they have a chance to put things right. If Complainant concerns a manager of Tyba for Training and HSE Consultancy, rather than a member of Tyba for Training and HSE Consultancy's staff, the Complainant should write formally to the Tyba's Managing director. In Complainant's letter, Complainant should set out the details of the complaint, the consequences for Complainant as a result, and the remedy Complainant are seeking.

The Complainant can expect the his/her complaint to be acknowledged within 7 working days of receipt. The Complainant should get a response and an explanation within 15 working days. If Complainant is unsure which member of Tyba for Training and HSE Consultancy staff to write to, the complaint should be sent to Tyba for Training and HSE Consultancy's Managing director.

Our contact details can be found on the Contact Us part of the Tyba for Training and HSE Consultancy's Website.

### Stage 2

If the complainant is not satisfied with the initial response to the complaint, then Complainant can write to Tyba for Training and HSE Consultancy's Managing director and ask for a complainant's complaint and the response to be reviewed. the complainant can expect the Managing director to acknowledge Complainant's request within 4 working days of receipt and a response within 15 working days.

Tyba for Training and HSE Consultancy's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, a complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### Final Stage

If a complainant is not satisfied with the subsequent reply from Tyba for Training and HSE Consultancy's Managing director, then he/she has the option of writing to the appropriate Awarding Body, stating the reason why Complainant is dissatisfied with the outcome. He/she must do this within 10 days of receiving the written response from Tyba For Training and HSE Consultancy's Managing director.

The Awarding Body will respond normally within 10 working days to inform the complainant of the action which will be taken to investigate his complaint, and when he can expect to hear the outcome of the investigation.

Note. If a complainant's original complaint was against the Managing director of Tyba For Training and HSE Consultancy, then the final stage will be handled by the appropriate Awarding Body.

Wael Tyba