***Complaint Procedure***

***Ver 4. 2022***

***VIVID INSTITUTE OF OCCUPATIONAL SAFETY AND HEATLH***

***All complaints received are dealt with in accordance with our procedure:***

• All complaints will be acknowledged in writing within 5 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 15 working days.  In the event that resolution is not possible within this timescale VIVID INSTITUTE will advise you in writing of the reason for the delay and the expected date of resolution.
• Where we find that any corrective and/or preventative action is required; this will be recorded and monitored to ensure improvements are made.

• This Complaints Policy and Procedure is to be sent to candidates along with Course Joining Instructions and Course Evaluation Forms.

Please direct all complaints to email: **info@vividpk.com** or write directly to

mshahid@vividpk.com

Mr. Muhammad Shahid

Managing Director, Vivid Institute of Occupational Safety and Health,

**Referral to NEBOSH**

Should your complaint not be satisfied by “VIVID INSTITUTE of OSH” in accordance with this procedure you are entitled to pass on your complaint on to NEBOSH at

e-mail : **complaints@nebosh.org.uk**or write to:

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

Please note; 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 at the following link

<https://www.nebosh.org.uk/About_Nebosh/default.asp?cref=385&ct=2>

**REGULATORY REVIEW OF UNRESOLVED COMPLAINTS FOR SQA-ACCREDITED QUALIFICATIONS**

If following the exhaustion of the complaints procedure, the candidate remains dissatisfied and where the relevant NEBOSH qualification is accredited by SQA Accreditation *and* assessed within the UK, they may seek regulatory advice from SQA Accreditation: [http://accreditation.sqa.org.uk](http://accreditation.sqa.org.uk/)

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

**NB:  Complaints relating to qualifications not accredited by SQA Accreditation in Scotland may not be submitted for SQA regulatory review. Complaints relating to qualifications accredited by SQA Accreditation but where the assessment took place outside the UK may *not* be submitted for SQA regulatory review.**

The candidate or Head of course provider has 14 days from the date of issue of the complaint outcome to make an application for regulatory review of the unresolved complaint.  Please write to this address:

The Senior Regulation Manager
SQA Accreditation
Optima Building
58 Robertson Street
Glasgow
G2 8DQ

Procedures and outcomes will be communicated by SQA Accreditation following receipt of the application for regulatory review of the complaint



M.Shahid

Head,

Date: Feb, 2021

Vivid Institute of Occupational Safety and Health