

# Complaints & Appeals Policy

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## COMPLAINTS

1. All information relating to verbal or written complaints received by the any candidate/party shall be notified in writing to NEBOSH without delay (If required).
2. A written response to acknowledge the receiving of complaint shall be initiated by email within 24 Hours of receiving of complaint received through any media i.e. email, verbal, telephonic or letter from candidate or affected party.
3. DAS will act promptly & positively to resolve the complaint and will ask for NEBOSH support if required.
4. Complaints will be recorded in customized training register either received verbally or electronically.
5. Final resolution shall be communicated to complainants once it's settled.
6. Complainant feedback shall be communicated back to NEBOSH in case of NEBOSH support required to settle the issue.

## APPEALS

1. Appeals or complaints about NEBOSH examination results must be notified to NEBOSH immediately.
2. The examination paper in question must be reviewed and re-marked in accordance with the NEBOSH requirements and specimen answers.
3. DAS can give input to NEBOSH according to each case & specific situation aroused.
4. The Candidate will be informed of the outcome and advised that if they do not agree they can appeal directly to NEBOSH.



Approved By, CEO  
13-11-2023