



IAOSH Complaints Policy

1. Introduction

A complaint is an expression of dissatisfaction from the learner, Authorised Training Providers, and/or Members about IAOSH Services, execution of services, or the results of those services. It is critical that our organisation provides a guideline on how to manage complaints and to provide a reliable compliant system which not only seeks to provide customer satisfaction but to also improve our processes and procedures. The International Association of Occupational Safety and Health (IAOSH) takes a meticulous and impartial approach to addressing complaints, ensuring fairness and due process throughout the resolution procedure. Our complaint handling system is designed to maximize customer satisfaction while maintaining the highest standards of professionalism.

We aim to ensure that:

- 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, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken
- We learn from complaints and feedback, and we use them to improve our service.



2. Investigation and Outcome

IAOSH must ensure that each IAOSH Authorised Training Provider (ATPs) and IAOSH Member have their own Compliant Policy. The internal Compliant Policy should abide by key components to ensure the conflict is resolved amicably and professionally. However, if there is an allegation of malpractice or maladministration that cannot be handled internally, IAOSH must be contacted to assist in the compliant process.

3. Compliant Process

Upon receipt of a complaint, IAOSH initiates a comprehensive review process:

1. **Acknowledgment:** We promptly acknowledge the complaint and provide a unique reference number for tracking purposes. Each compliant should have the following information:
 - The nature of the compliant
 - The compliant corresponding to which service
 - The date of the incident
 - The action the organisation has taken to date
2. **Initial Assessment:** Our dedicated complaints team conducts a thorough evaluation to determine the nature and severity of the issue based on the above information and any additional information provided by either the Service Provider, ATPs or Members, or through the customer directly.
3. **Impartial Investigation:** Neutral Investigators, a member of the Customer Service team and the IAOSH Service Representative, are assigned to gather all relevant information, ensuring objectivity throughout the process.

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 87 LOZELLS STREET BIRMINGHAM ENGLAND B19 2AP

 inquiry@iaoshuk.com  +(44) 730 909 6122



4. Stakeholder Consultation: We engage with all parties involved, providing equal opportunity for input and clarification. Regular updates will be provided to ensure that the compliant is resolved as a matter of urgency. If your compliant was due to an IAOSH error, we will ensure that relevant changes are put in place, so this does not re-occur. We regularly review our complaints to ensure that there are no continual trends.
5. Evidence-Based Analysis: Our team meticulously examines all available evidence to reach an unbiased conclusion.
6. Resolution Proposal: Based on the investigation findings, we formulate a fair and equitable resolution. If you are not satisfied with the response you receive to your complaint, you can request for your compliant to be raised further with the Customer Service Team Leader. The Customer Services Team Leader shall coordinate with the IAOSH Service Representative to collect all relevant data relating to the compliant.
7. Communication: We present the proposed resolution to all parties, explaining the rationale behind our decision.
8. Appeal Process: In the event of dissatisfaction, we offer a structured appeal mechanism for further review.
9. Implementation and Follow-up: Once agreed upon, we implement the resolution and conduct follow-up assessments to ensure satisfaction.

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10. Continuous Improvement: We utilize insights from each case to enhance our processes and prevent future occurrences. IAOSH products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. IAOSH cannot accept liability for loss or damage arising from the use of information in this publication.

IAOSH's commitment to fairness, transparency, and customer satisfaction is paramount in our complaint resolution process. We strive to maintain the trust and confidence of our stakeholders through our unwavering dedication to impartiality and professionalism.

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Contact Us

Interested in further information regarding our services?

Please contact us at any of the following components based on your query:

- Telephone Number: +(44) 730 909 6122
- Membership: Contact our Membership Team for any IAOSH membership application queries or updates. Email – membership@iaoshuk.com
- Accreditation Status: Accredited centre application questions, submission of supporting evidence, and accreditation of practical assessors and instructors. Email – accreditation@iaoshuk.com
- Quality Assurance and Document Control Team: Inquiries about IAOSH-UK Documents and Procedures at doc.control@iaoshuk.com and Inquires about assessor training or Train the Trainer Courses at quality@iaoshuk.com
- Auditing Services: For general centre audit inquiries, non-conformances raised at the audit, inquiries and responses to corrective action reports, or non-conformances raised by the Quality Assurance team, and updates or enquiries about scheduled audits at audits@iaoshuk.com
- Marketing: For any marketing or PR queries, advertisement opportunities, conference and event information, social media queries, and updates about the website at marketing@iaoshuk.com
- Additional Contacts: To provide general feedback to IAOSH-UK feedback@iaoshuk.com, To comment on IAOSH-UK Assessment comments@iaoshuk.com, or any other queries on admin@iaoshuk.com

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