



IAOSH Customer Service Policy

1. Introduction

The International Association of Occupational Safety and Health is dedicated to ensuring the highest level of service quality to all personnel using any form of our training, inspection, auditing, and invigilation services. With diversity in services and educational content provided, IAOSH recognises the diversity of customer requirements may change at different stages of organisation or during the application process as either an IAOSH Authorised Training Provider (ATP) or as IAOSH Member. IAOSH ensures that it will enhance and improve its management systems to meet the customer's needs.

With individualised needs for each organisation, IAOSH strives to continuously innovate and improve its general policy where such variance assists customers to access its various amounts of services across the globe.

2. IAOSH Customer Service Commitment

IAOSH is committed to delivering exceptional training services tailored to meet the diverse needs of organizations across all sectors. Our comprehensive approach ensures that each client receives optimal training solutions designed to enhance workplace safety, health, and productivity while maintaining the highest level of customer service and satisfaction. We pledge to:

1. Provide customized training programs that align with your organization's specific requirements and objectives.

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2. Employ industry-leading experts and certified instructors to deliver high-quality, up-to-date content.
3. Utilize state-of-the-art training methodologies and technologies to maximize learning outcomes.
4. Offer flexible scheduling options to accommodate your organization's operational demands.
5. Maintain strict adherence to international safety and health standards and regulations.

At IAOSH, we are dedicated to fostering a culture of continuous improvement and excellence in occupational safety and health practices. Our commitment to superior customer service ensures that your organization receives the highest standard of training, empowering your workforce to create a safer, more efficient work environment.

3. Methods of Communication

IAOSH will maintain regular communication with IAOSH Authorised Training Providers, IAOSH Members, and IAOSH Invigilators through equal, efficient, and consistent means. All IAOSH ATPs, IAOSH Members, and IAOSH Invigilators shall have a dedicated IAOSH Service Representative in their correspondence to ensure the highest level of service quality and ability to communicate in equal, efficient, and consistent means.

IAOSH has open methods of communication by email and telephone numbers which are accessible on the IAOSH website, or privately shared by the IAOSH Service Representative. IAOSH will make sure to acknowledge any correspondences within one working day. If a query requires larger actions items, such as emendations to working procedures, then correspondence shall be within a week.

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IAOSH will attempt to visit Authorised Training Providers or IAOSH Members either through planned visits to preserve the accreditation or sporadically to ensure the facilitation of IAOSH Services and to ensure continual professional improvement.

Regarding the variety of training services provided, through Courses, Programmes, and Diplomas an evaluation forum should be provided. This is done to encourage feedback relating to the qualification, the IAOSH Authorised Training Provider or IAOSH Member, and that any service provided can be monitored throughout. All feedback received is monitored to ensure that IAOSH's Intended Use of the Qualification Procedures are carried and to ensure optimal customer service and satisfaction. IAOSH will inform all IAOSH ATPs or IAOSH Members of any relevant changes to qualifications and will also strive to continuously improve its services on findings from IAOSH ATPs or IAOSH Members.

4. Approval Process

To become an IAOSH Authorised Training Provider or IAOSH Member, it is an online process which can be found via its website; <https://iaoshuk.com/> IAOSH will strive to respond to online queries set forth by the IAOSH ATP or IAOSH Member as soon as possible. All ATPs and/or Membership requests are charged a mandatory application fee. IAOSH reserves the right to decline any application it may receive and if the application is unsuccessful, or you choose to withdraw your application IAOSH will not issue a refund. Should an approval visit be required for either request, IAOSH shall strive to answer this request alongside the request of registration within 10 working days. The findings from the visit shall vary according to the

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action items assessed from the visit, therefore IAOSH will ascertain constant communication with customers until the results of the visit can be provided as soon as possible.

IAOSH performs various quality assurance checks on applications to ensure high standards are maintained. The application fee includes administrative costs and processes related to all applications. By submitting the application form and fee, IAOSH ATPs and IAOSH Member are considered to have agreed to this condition, which is also emphasized during the approval process. Following approval, IAOSH shall grant the approved IAOSH ATPs or IAOSH Member an IAOSH Service Representative. The Service Representative is the IAOSH ATPs or IAOSH Member first point of contact in terms of IAOSH Policies and Procedures alongside any other appropriate support.

5. Training Registration Information

To ensure proper placement of any learner's registration, it is important that the IAOSH ATPs or IAOSH Members provide learners to fill out forms which contain the following information:

- Learner Name
- Learner Date of Birth
- Learner Mobile Number
- Learner Email Address
- Date of the Course/Program/Diploma
- Duration of the Course/Program/Diploma
- Attendance of the Learner in the Course/Program/Diploma

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If the IAOSH ATPs or IAOSH Members submit a learner's information without the above information, IAOSH reserves the right to not issue certifications. Any modifications or additions to the above information will be provided to the IAOSH ATPs or IAOSH Members through the IAOSH Service Representative.

6. IAOSH Complaints Statement

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.

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.
2. **Initial Assessment:** Our dedicated complaints team conducts a thorough evaluation to determine the nature and severity of the issue.
3. **Impartial Investigation:** A neutral investigator is assigned to gather all relevant information, ensuring objectivity throughout the process.
4. **Stakeholder Consultation:** We engage with all parties involved, providing equal opportunity for input and clarification.
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.

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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.
10. Continuous Improvement: We utilize insights from each case to enhance our processes and prevent future occurrences.

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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7. IAOSH Contact Us:

Please refer to the following contact information for further information:

- 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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