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NTSS EĞITIM VE DANIŞMALIK LTD. ŞTI.

STUDENT COMPLAINT and APPEAL PROCEDURE

TS EN ISO 9001

QUALITY MANAGEMENT SYSTEM

PREPARED	APPROVED
MANAGEMENT REPRESENTATIVE	GENERAL MANAGER
Mirror Jacobs.	



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REVISION CARD		
REVISION SUMMARY	Revision No	Revision Date
Gürkan Bayer is assigned as an independent person	1	05.01.2015
Escalation added for complaints if student dissatisfied	2	17.07.2018
The procedure number has been changed due to the incorrectly written procedure number	3	13.10.2018
The appeal procedure has been merged into the procedure	3	13.10.2018
The procedure number has been changed due to incorrect order.	4	24.10.2021
CQI option Added	4	24.10.2021
Address Updated	5	01.11.2021
CQI option cancelled	5	01.11.2021
Updated response time to 5 working days	5	01.11.2021
e-mail added (training@ntss.com.tr)	6	02.01.2022
e-mail added (costumerservices@ntss.com.tr)	6	02.01.2022

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- 1. Should a trainee have a complaint or appeal relating to training delivery and assessment, the quality of the learning, trainee amenities, discrimination, sexual harassment or any other issues that may arise, they should first bring this to the attention of their trainer or our Training Team (training@ntss.com.tr)
- 2. If the issue is not dealt with to the trainee's satisfaction by the trainer, the next step is for the trainee to send his complaint to NTSS by filling out the Student Complaint/Appeal Form.
- 3. The complaint can be:
 - a. emailed to: (costumerservices@ntss.com.tr) or

mailed to: NTSS, Regnum Sky Tower İşçi Blokları Mh. Muhsin Yazıcıoğlu Cd. 57/116 T Katı Çankaya /Ankara.

- 4. This complaint is to be lodged in writing with the Principle Consultant who will contact the student within 5 days of receiving the complaint and attempt to resolve the identified issues.
- 5. Where the complaint cannot be resolved internally, NTSS will provide an outside independent person to hear the case. The current independent person is Gürkan Bayer and course names and attendee lists are provided to him when registration is closed to a course.
- 6. A written statement of the complaint outcome will be provided to the trainee along with a closed-out copy of the trainee's original student complaint/appeal form. Both the written statement and closed out student complaint/appeal form will be recorded into the Student Complaint/Appeal Registry Form.
- 7. A Corrective Action Record will be raised for each complaint received and will be filed in the Quality Compliance Folder for future reference.
- 8. Student's right to escalate the complaint should the student be dissatisfied with the outcome of the course provider's complaint investigation. In this case;
 - a. The complaints can be e-mailed to NEBOSH (<u>info@nebosh.org.uk</u>) for NEBOSH training.
 - b. The complaints can be e-mailed to (csc@iohs.com) for IOSH Training.
 - c. The complaints can be e-mailed to (<u>support@exemplarglobal.org</u>) for Exemplar Global Training
 - d. Where the complaint cannot be resolved internally, the Student can apply to the ConsumerArbitration Committee of Ministry of Customs and Commerce to solve the case.

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Related Documents

- 1. Student Complaint/Appeal Form
- 2. Student Complaint/Appeal Registry Form.

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