

ntss

SAFETY • FIRE • ENVIRONMENT

LEARNER COMPLAINTS & APPEALS PROCEDURE

TS EN ISO 9001 -EN ISO 21001

REVISION

Revision Description	Revision No	Revision Date
Initial Publication	0	05.01.2015
The appeal procedure has been incorporated into this procedure.	1	13.10.2018
Address updated.	2	01.11.2021
The entire procedure has been revised.	3	28.04.2026

LEARNER COMPLAINTS & APPEALS PROCEDURE

1. Purpose

The purpose of this procedure is to ensure that learner Complaints & Appeals related to the training and assessment activities provided by NTSS are handled in a systematic, fair, impartial, and transparent manner. The procedure aims to ensure the effective management of applications and to use the outcomes for continuous improvement.

2. Scope

This procedure covers learner Complaints & Appeals related to all training programmes, examinations, assessment processes, and related services provided by NTSS. Disciplinary processes are not covered under this procedure.

3. Definitions

Complaint: An expression of dissatisfaction regarding NTSS services, activities, or decisions.

Appeal: A formal request for a review of an assessment or examination decision.

Applicant: The individual submitting a complaint or appeal.

Evaluation Team: Independent and authorised personnel assigned to review Complaints & Appeals.

4. Responsibilities

NTSS Management: Responsible for ensuring the effective implementation of this procedure, monitoring its application, and ensuring its continuous improvement. Provides the necessary resources and evaluates process performance during management review meetings.

Quality Management Representative: Responsible for coordinating the complaint and appeal processes, ensuring that applications are recorded and tracked, managing related records, and reporting on process performance.

Trainers / Assessors: Provide technical opinions and information where required, submit evidence and records related to the assessment process, and support the review process as requested.

Independent Evaluators: Responsible for reviewing appeals in an impartial and independent manner, provided they were not involved in the initial evaluation process, and ensuring that decisions are based on objective criteria.

Applicant: Responsible for submitting complaints or appeals with accurate, complete, and verifiable information and documentation, and for providing any additional information or documents requested within the specified timeframes.

6. Process Flow

6.1 Receipt of Application

Complaints & Appeals are submitted to NTSS by completing the NTSS-QMS-FRM-03-EN Complaint and Appeal Application Form via the following channels:

- E-mail: info@ntss.com.tr
- Post: NTSS Training and Consultancy, Beştepe Mah. Nergiz Sok. 7/2 Via Flat Business Center, Office 27-28, 06560 Yenimahalle / ANKARA

For the application to be processed, the relevant form must be completed accurately and in full. Where necessary, additional information and/or documentation may be requested from the applicant.

6.2 Registration and Preliminary Review

All applications are recorded and entered into the relevant system within a maximum of **3 working days.** The application is subject to a preliminary review in terms of scope, suitability, and completeness.

As part of the preliminary review, it is assessed whether the application falls within the scope of the procedure, contains the required information and documentation, and is suitable for evaluation. In cases of missing or insufficient information, additional information and/or documentation is requested from the applicant.

If the required information is not provided, the application may be placed on hold or may not be considered for evaluation; this will be communicated to the applicant in writing.

6.3 Review and Evaluation

Applications are reviewed by authorised personnel who are independent of the subject matter and whose impartiality is ensured. Individuals who are directly involved in the subject of the application or who may have a conflict of interest are not included in the evaluation process.

Where deemed necessary during the review:

- Opinions of the relevant trainer and/or assessor are obtained
- Examination, assessment, and system records are reviewed
- Relevant documents and supporting evidence are analysed

All evaluations are conducted based on predefined criteria and objective evidence and are concluded independently of personal opinions or influence.

6.4 Decision and Communication

Upon completion of the review process, the final decision is documented in writing, including its justification, recorded, and made traceable through the **NTSS-QMS-FRM-03-EN Complaint and Appeal Application Form**.

The decision is communicated to the applicant in writing (via e-mail or official communication channels) within a maximum of 5 working days following the completion of the review.

The date, method, and content of the communication are recorded to ensure full traceability throughout the process.

The decision is expressed clearly, transparently, and with justification based on the information and findings considered during the evaluation process. Where applicable, details of any corrective and/or improvement actions taken are also communicated to the applicant. The decision-making period is considered within the review timeframe.

6.5 Appeal Process

The applicant may submit an appeal in writing within **10 working days** from the date of notification of the decision.

Appeal applications are recorded and subject to a preliminary review. Valid appeals are re-evaluated by an independent and impartial evaluation team who were not involved in the initial assessment process.

Where deemed necessary during the review, additional information and documentation may be requested, relevant personnel may be consulted, and the matter may be escalated to senior management level.

The outcome of the appeal is communicated to the applicant in writing, together with its justification. This decision is final and is not subject to further review within NTSS internal processes.

Appeal applications are recorded and tracked through the NTSS-QMS-FRM-03-EN Complaint and Appeal Application Form.

6.6 Escalation to External Bodies

If the applicant is not satisfied with the outcome after the completion of the complaint and appeal processes conducted by NTSS, the applicant has the right to apply to the relevant awarding body or competent authority.

In this context:

a. Complaints & Appeals related to NEBOSH training may be submitted to NEBOSH via e-mail (info@nebosh.org.uk)

b. Complaints & Appeals related to IOSH training may be submitted to IOSH via e-mail (csc@iosh.com)

c. Complaints & Appeals related to Exemplar Global training may be submitted to Exemplar Global via e-mail (support@exemplarglobal.org)

   For external applications to be made, it is expected that the relevant complaint or appeal has first been evaluated through NTSS internal processes.

d. If the complaint cannot be resolved by NTSS or the applicant is not satisfied with the outcome, the applicant may apply to the Consumer Arbitration Committees of the Republic of Türkiye Ministry of Trade in accordance with the applicable legislation.

7. Timeframes

Process	Time
Registration and preliminary review	3 working days
Review and decision-making	Max. 15 working days
Communication of decision	Within 5 working days from the decision date
Total process duration	Max. 20 working days
Appeal submission period	10 working days

8. Confidentiality and Impartiality

All information and records related to Complaints & Appeals are managed in accordance with confidentiality principles. Personal data and sensitive information related to the application are accessible and may be shared only by authorised personnel, within their defined roles, and on a "need-to-know" basis.

All personnel involved in the complaint and appeal evaluation process are required to act in accordance with the principle of impartiality. Individuals who are directly involved in the subject of the application or who may have a conflict of interest are not included in the evaluation process. In such cases, the individual is immediately withdrawn from the process and replaced with an independent evaluator.

All decisions taken throughout the process are based on objective criteria and are carried out independently of personal opinions or influence. Any breach of confidentiality and impartiality principles is addressed under the disciplinary process.

9. Records Management

All records related to complaint and appeal processes (application forms, correspondence, evaluation notes, decision records, and supporting documents) are systematically recorded and stored in secure environments. The integrity,

confidentiality, and accessibility of records are ensured.

Records are accessible only to authorised personnel, and necessary technical and administrative controls are implemented to prevent unauthorised access, alteration, or loss.

All records are retained for a minimum of **5 years** in accordance with applicable legislation and internal requirements. At the end of this period, records are disposed of in a controlled and traceable manner.

Records are maintained in a manner that ensures they are accessible and traceable upon request during internal and external audits.

10. Continuous Improvement

Data related to Complaints & Appeals are analysed periodically, and trends are systematically evaluated. Based on the analysis results, corrective and preventive actions are planned and implemented where necessary.

The effectiveness of the actions taken is monitored and recorded. Findings and performance indicators are reviewed during management review meetings, contributing to the continuous improvement of processes, services, and overall quality performance.

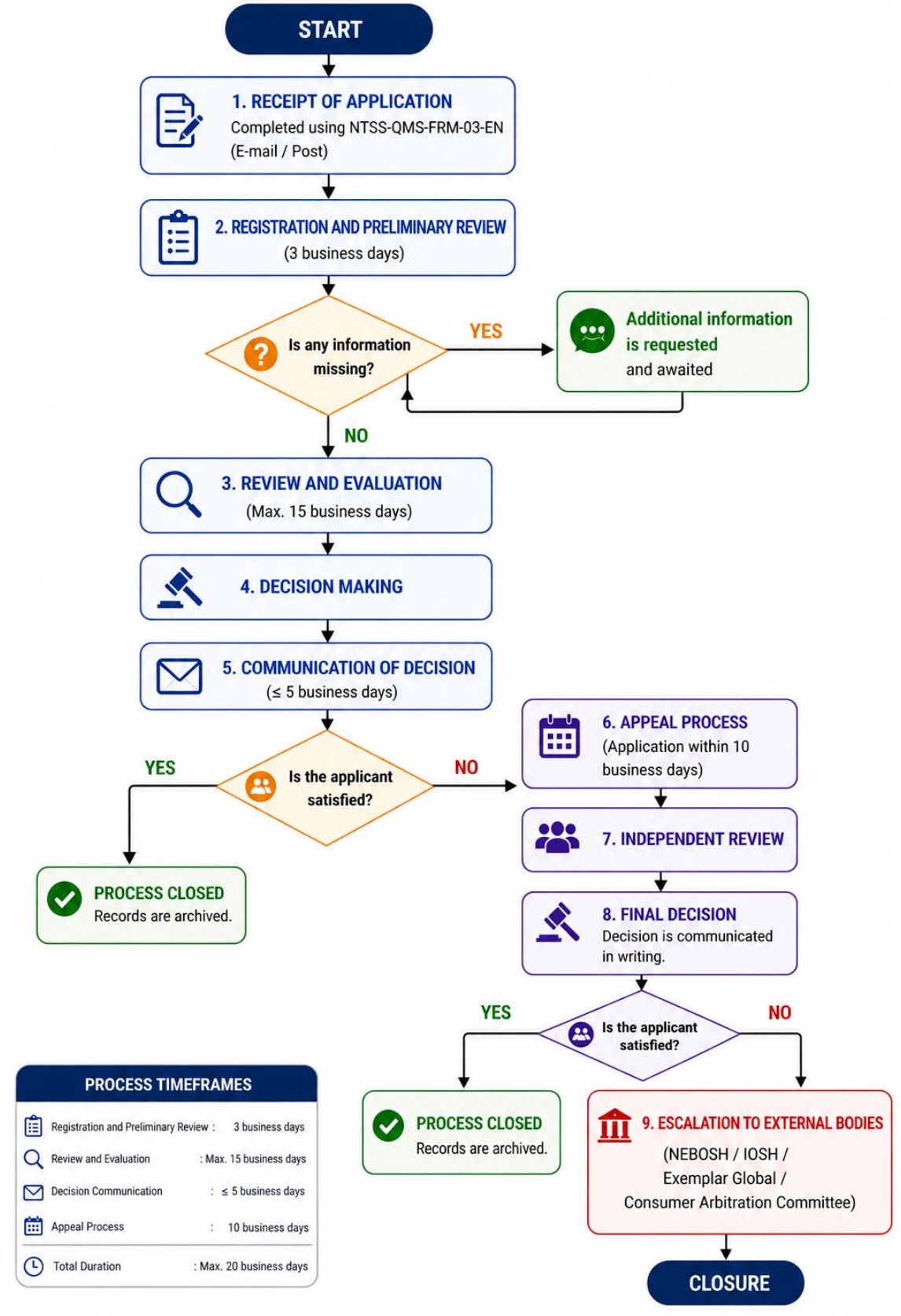
11. Related Documents

NTSS-QMS-FRM-03-EN Complaint and Appeal Application Form

NTSS-QMS-POL-03-EN Learner Complaints & Appeals Policy

NTSS-QMS-LOG-03-EN Complaint_Appeal_Dashboard.

Appendix 1: Flowchart



Appendix 2: Complaint and Appeal Application Form (NTSS-QMS-FRM-03-EN)

ntss	**COMPLAINT AND APPEAL APPLICATION FORM**	NTSS-QMS-FRM-03-EN Rev 3 28.04.2026

1. APPLICANT INFORMATION	
Full Name:	
Contact Details (Phone / E-mail):	
Company / Organisation (if applicable):	
Training / Programme Name:	
Trainer / Assessor (if applicable):	

2. TYPE OF APPLICATION

☐ Complaint

☐ Appeal

3. APPLICATION DETAILS	
Date of Incident:	
Date of Application:	

Description:

4. SUPPORTING EVIDENCE

☐ Written documents

☐ Examination records

☐ Video / visual evidence

☐ Digital system outputs

☐ Witness statement ☐ Other: _____
5. SPECIAL CONSIDERATIONS (Health, accessibility, special assessment requests, etc.)
Description:
6. APPLICANT DECLARATION
I declare that the information provided above is accurate and complete. **Full Name:** **Signature:** **Date:**

→ This section will be completed by NTSS.	
7. REGISTRATION DETAILS	
Application No:	
Registration Date:	
Recorded by:	
8. PRELIMINARY REVIEW	
☐ Suitable ☐ Additional information required ☐ Out of scope	
9. REVIEW PROCESS	
Assigned Evaluator(s):	
Review Start Date:	
Review End Date:	
Review Actions Taken: ☐ Trainer/Assessor opinion obtained ☐ Records reviewed ☐ Document analysis conducted	
10. DECISION	
☐ Complaint upheld ☐ Complaint partially upheld ☐ Complaint rejected	☐ Appeal upheld ☐ Appeal rejected

11. DECISION JUSTIFICATION			
12. ACTIONS TAKEN			
☐ Corrective action initiated ☐ Preventive action initiated ☐ System improvement ☐ Training / reassessment	Description:		
13. COMMUNICATION DETAILS			
Date of Notification:			
Method of Notification (E-mail / Written / System):			
Notified by:			
14. APPEAL TRACKING (IF APPLICABLE)			
☐ Appeal received ☐ Appeal under review ☐ Final decision issued			
15. APPROVAL			
Full Name	Title	Signature	Date