

Complaints & Appeals Procedure

Below is the step-by-step guide on how to handle appeals & complaints as described in POL-001 Amber Safety Appeals and Complaints Policy,

Six Point Complaints Process

Acknowledgement:

Amber Safety will acknowledge receiving an appeal or complaint within five working days from the days it's received. Amber Safety Director appoints Amber Safety Representative to conduct investigation.

Review:

Amber Safety Representative will undertake the initial review of an appeal or complaint and determine if any additional information or documentation is required to complete investigation.

Investigation:

Within 10 working days Amber Safety Representative will investigate learner's/ customer's complaint in objective and impartial manner. Amber Safety will consider information learner/customer provides, company's actions in relation to dealings with learner/customer and any other information that may be available to assist with the investigation.

Response:

Amber Safety will respond to complaint made by learner/customer on the completion of the investigation process. The response will address the findings of the investigation and course of action taken by Amber Safety in relation to the complaint.

Action:

Actions will be taken on the completion of the investigation. If necessary, business practices/policies/procedures will be amended to prevent similar complaints in future.

Record:

Amber Safety records complaints for continuous improvement purposes.