



HOPE SAFETY CONSULTANCY PVT LTD Customer Complaints Procedure

Hope safety consultancy Pvt Ltd is to ensure that a good quality service is provided and that all delegates have the information available in the event of complaints.

A copy of this complaints procedure will be issued to delegates upon registration and will also be reviewed regularly.

It is the center's promise to acknowledge receiving a complaint at the earliest possible opportunity, and to further respond to formal written complaints within 10 working days detailing the outcome of the investigation to a mutually agreeable conclusion. The records for any complaints will be logged and kept for future review.

Hope safety consultancy Pvt Ltd will inform the complainant of the outcomes during the course of the investigation and treat any such complaints with absolute confidence.

If the Centre fails to reach a satisfactory conclusion with the delegate, then the complainant will be free to contact the appropriate professional body who may wish to carry out their own investigation.

However, if this does not provide adequate resolutions to the problem then the complainant may choose to contact the Professional body – the final step in the procedure.

The Centre will advise the complainant of the contact numbers and email addresses of the relevant Professional body as necessary.



Director
Hope safety consultancy Pvt Ltd