



**HOPE SAFETY  
CONSULTANCY PVT LTD**

# COMPLAINTS POLICY

Ref: HSC|CP|2025|04|V2.0

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Registered in SECP No. SECP-0239917

## Policy Statement:

**Hope Safety Consultancy Pvt Ltd** places great importance on receiving, managing, and resolving complaints in a consistent, fair, and transparent manner. We recognize that feedback, both positive and negative, is essential for growth and continuous improvement. Our complaints policy is designed to ensure that concerns from learners, clients, employees, and other stakeholders are taken seriously and resolved efficiently, while upholding the values of respect, accountability, and customer satisfaction.

## Our Commitments:

- Promptly acknowledge and respond to every complaint received, ensuring that individuals feel heard, respected, and valued throughout the process.
- Maintain clear, accessible, and user-friendly procedures that allow any individual whether learner, client, or staff to submit a complaint easily and without fear of retribution.
- Treat all complaints with the highest level of confidentiality, impartiality, and sensitivity to ensure a professional and respectful approach to resolution.
- Conduct thorough investigations into each complaint using fair procedures and objective assessments to reach conclusions that are just and satisfactory to all parties involved.
- Use insights and feedback gained from complaints to identify recurring issues, strengthen service delivery, and enhance the quality of training and organizational practices.

## Objectives:

- Ensure that all complaints, regardless of their nature or origin, are resolved in a timely, effective, and equitable manner, contributing to a culture of trust and accountability.
- Promote openness and transparency throughout the complaint resolution process, clearly communicating each step from submission to outcome to all concerned parties.
- Maintain a structured and secure system for recording all complaints received, the actions taken, and the final resolutions, allowing for ongoing monitoring and review.
- Regularly analyze trends and data from complaints to detect patterns, uncover root causes, and take proactive steps to eliminate potential future concerns.

## Responsibilities:

- **Management** Provide strategic oversight of the complaint handling process, ensuring that systems are in place for effective management, resolution, and reporting of complaints in alignment with company standards and values.
- **Employees & Trainers** Serve as the first point of contact for complaints, forwarding them to the designated person or department while remaining courteous, neutral, and supportive throughout the process.

- **Complaints Officer** Take the lead in documenting, investigating, and resolving all complaints. This includes communicating regularly with complainants, maintaining records, and ensuring a clear and satisfactory resolution is achieved.
- **Learners & Clients** Share honest, accurate, and complete information when submitting a complaint, and fully cooperate during the investigation process to help reach a fair resolution.

## Complaints Handling Process:

1. Individuals may submit their complaints through email, phone, or a written letter, clearly describing the issue, persons involved, and any relevant dates or evidence.
2. The Complaints Officer acknowledges receipt of the complaint within 48 hours, offering an initial response and setting expectations for the process.
3. A detailed and impartial investigation begins within 7 working days of the complaint being received. The complainant is kept informed throughout the investigation.
4. Once the investigation is complete, findings and conclusions are shared with the complainant, including any corrective or preventive measures being implemented.
5. All stages of the complaint, from submission to final outcome, are thoroughly documented and securely stored for future reference and analysis.

## Continuous Improvement:

- Conduct periodic reviews of complaint handling policies and procedures to ensure alignment with best practices, regulatory expectations, and organizational needs.
- Equip employees with ongoing training and resources to improve their ability to manage complaints with professionalism, empathy, and efficiency.

## Communication:

- Display the complaints policy clearly and prominently at all Hope Safety Consultancy offices, training centers, and reception areas.
- Ensure that all employees, learners, and clients are well informed about the complaints process, including how to raise a concern and what to expect in terms of response.
- Publish this policy on the organization's official website (<https://hscpk.org>) for easy access by all stakeholders.

**Hope Safety Consultancy Pvt Ltd** reaffirms its commitment to delivering high-quality services and maintaining stakeholder satisfaction by addressing complaints in a transparent, timely, and constructive manner. Our goal is to use every complaint as an opportunity to improve, grow, and serve better.



**Director**  
**Hope Safety Consultancy Pvt Ltd**