



## **COMPLAINTS PROCEDURE**

Management is dedicated and will objectively resolve any complaints filed by anyone involved in our operation. It is our objective that all complaints will be resolved, and the outcome will be favorable to both parties involved.

### **Procedure:**

The following complaints procedures can be followed to resolve any issue:

- ❖ All complaints will be filed using a Complaint Form and will be either submitted or posted to our Office or sent via e-mail [info@sismail.org](mailto:info@sismail.org) or [prasanna.thadi@sismail.org](mailto:prasanna.thadi@sismail.org)
- ❖ Upon receipt of the filled complaint form, the complainant will be contacted via e-mail and phone call to investigate the complaint within 5 working days.
- ❖ After thorough investigation on both sides by the management, a written explanation and proposal to resolve the issue will be sent to the complainant within 10 working days.
- ❖ In the event if that both parties cannot resolve the issue, they can escalate the complaints to the authorized body (i.e., NEBOSH for IGC Certification, FAI for FAI Courses, etc...)
- ❖ Note that all complaints will be dealt fairly and objectively.
- ❖ Where a corrective action is needed on our part, we will implement this within the organization with immediate effect and the same will be recorded and monitored to ensure improvements.

We seek the cooperation of all employees, customers and other persons involved in our daily operation to observe the proper etiquette in any business dealings.

This procedure applies to all business operations and functions, including those situations where employees are required to work off-site.

Signature :  
Name : Prasanna Kumar Thadi  
Designation : Managing Director

Date: 06 June 2023