



ATLAS TRAINING SERVICES

Learner Complaint Procedure

1. Purpose

Atlas Training Services is committed to promoting an open and transparent communication culture, whereby constructive complaints lead to useful information for the improvement of its services, by providing an easily accessible and responsive complaints handling process for Learners.

Learners have the right to make complaints and to provide feedback about the institute's services and processes. Complaints made to the institute management are considered with courtesy, with due regard to confidentiality, and without fear of prejudicial treatment. All learners are afforded procedural fairness as set out in this procedure and the Learners Complaints Procedures.

2. Scope

The scope of this procedure covers all aspects of training delivery, assessment, administration operations and associated services conducted by Atlas training services and its contractors at all ATS facilities.

3. Learner's complaint policy:

In making a complaint to the Atlas training Services, a complainant is entitled to:

- a) Provide their complaint on an anonymous basis, although this might limit how the institute can respond to the complaint;
- b) Have their complaint dealt with confidentially to the greatest possible extent, including in response to reasonable requests for anonymity;
- c) Have personal information arising out of their complaint managed under the Information Privacy Policy;
- d) Make a formal complaint submission if their informal complaint resolution under the learner Complaints Procedures is not reasonably satisfactory, or informal action is not available;
- e) Withdraw their complaint at any stage of the complaints process. If a complaint is withdrawn, the institute may decide to continue or discontinue any other procedure that has arisen consequentially; and
- f) Contact an external organization (such as accreditation bodies and competent authorities), or seek external advice regarding the subject matter of their complaints.

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In making a complaint to the institute, a complainant is obliged to:

- a) Conduct themselves honestly and courteously in all correspondence and communications with the institute staff;
- b) Engage in the complaints resolution process in good faith and in a manner which seeks to amicably resolve their complaint in the shortest possible timeframe;
- c) Make their complaint as soon as reasonably possible, because the timeliness of a complaint submission might affect the institute's capacity to respond to a complaint; and
- d) Refrain from making perky, trivial or vexatious complaints. The institute may refuse to accept a complaint on the basis that it is frivolous or vexatious. A complaint can be determined to be frivolous, trivial or vexatious in circumstances where:
 - the complaint has no reasonable substance;
 - the substance of the complaint has already been considered by the institute and measures have been taken to resolve the complaint; or
 - the complaint contains dishonest or misleading information.

4.1 Complaint Process

The process of making a complaint is governed by the learner Complaints procedure.

The process has three steps:

- **Step 1** Resolve the concern informally
- **Step 2** Make a formal complaint
- **Step 3** External Reporting

4.1 Informal Resolution: (step 1)

- In case a candidate has an issue with any aspect of the training, assessment delivery and associated services delivery, it is projected that the candidate shall first informally discuss the issue with the concerned staff or the center management in order to facilitate a solution or an improvement to the issue.
- The member of staff dealing with informal complaints is required to meet with the student to understand the detailed cause of concern, to assess the resolution suggested by the candidate and to develop a mutual understanding of the concerns raised.

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- The member of staff dealing with informal complaints is expected to spend reasonable efforts to resolve the complaints in honest, rational and swift manner.
- The member of staff dealing with informal complaints is should make notes of any meetings, keep a record of the agreed outcome and notify the complainant of the progress of the resolution.
- If for any reason the matter is not resolved in step 1 to a satisfactory level for the complainant within 5 business days. The complainant might wish proceed to formal reporting within the next 10 working days.

3.2 Formal Reporting: (step 2)

If a learner finds at any point their complaint is unable to be, or has not been, sufficiently resolved through the step1 he/she is encouraged to utilize the formal reporting channels established by Atlas training services using the compliant form .

- The Center Manager shall sign the receipt of the formal complaint formal and provide written initial feedback within a maximum duration of 10 working days to complainant after making an initial investigation.
- The compliant shall be provided with a signed copy of his complaint as a form of formal complaint receipt confirmation.
- On receipt of a formal complaint, the complaints resolution group formed by the center manager will undertake an initial evaluation to check that the complaint is submitted under the right procedures, within the appropriate deadlines, and in the required format with supporting evidence.
- The complaints resolution group will process the complaint and will communicate with the complainant and all stages of the process.
- If the subject of the original complaint is the center manager, then the general manager\ will conduct the review.
- If the subject of the complaint is the general manager then, another member of the managing director will conduct the review.
- The center manager shall ensure that an investigation is carried out. The investigation may be delegated to an appropriate member of staff in the discretion of the center manager.
- The investigation and its outcome must be fair, evidence based and reasonable.

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- A report of the investigation will be prepared before a written response is provided to the complainant no later than 20 business day from the date that the formal complaint was officially received. The report will be provided to the learner with the outcome letter by the center manager.
- Depending of the level of seriousness and the impact on the business reputation, the center manager shall inform the General Manager, who shall inform the MD if the nature of the formal complaint is major and has the potential to impact the reputation of the Company.

3.3 External Reporting (step 3)

If the complaint is not upheld within the set periods or to the complaint satisfaction, the complaint shall be notified of the availability an external reporting procedure directly to the accreditation body, the relevant authorities or the professional association if applicable. These include but are not limited to:

- The Competent authorities in Oman, Example: Ministry of higher education, ministry of labor
- The relevant local and international accreditation bodies, Example: IWCF, IOSH, NEBOSH
- The relevant local and international professional bodies, Example: OPAL, IOGP, IADC

The complaints shall formally advise the center manager if such action is taken by the complaint.

4. Record keeping

- Learner complaints must be registered on the action follow-up register, maintained by the centre manager for a minimum period of two years, and must include data collected on student complaints and other key service delivery points.
- Centre managers, investigators and mediators participating in the learner complaints process must keep appropriate, confidential records of all discussions and outcomes in accordance with the institute’s Records keeping procedure.
- The centre manager or their delegate must analyse data relating to complaints to identify trends.

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