



Grievance and Complaints Policy

Purpose:

NIST GLOBAL is committed to providing a supportive and inclusive environment, offering guidance and training with utmost dedication. Whenever feasible, any concerns, complaints, or grievances will be addressed informally within the NIST GLOBAL center. The purpose of the Grievance or Complaints Policy is to ensure that all individuals associated with NIST GLOBAL have the opportunity to express their grievances or complaints, ensuring they are treated fairly and their concerns are taken seriously, without being disregarded as insignificant.

NIST GLOBAL values feedback, whether it is positive or negative, and endeavours to incorporate complaints whenever possible to continually improve its services for the benefit of learners. The Grievance and Complaints Policy has been established to ensure a consistent approach to addressing grievances or complaints related to NIST GLOBAL, ensuring fair and impartial resolution of all issues.

Grievances or complaints covered by this policy may pertain to the NIST GLOBAL center or its personnel and can be raised by employers, learners, as well as partner organizations involved in the training, assessment, and support of NIST GLOBAL Learners.

Members Involved:

Director

The Director of NIST GLOBAL is responsible for ensuring the comprehensive implementation of this policy. Further responsibilities and obligations are outlined within the procedure.

Grievance and Complaint Responsibility at Each Stage

Contact Details for NIST GLOBAL:

Head Office

NIST Global Private Limited
No.574, Anna Salai, (Opp to Anna Arivalayam),
Teynampet, Chennai – 600018, Tamil Nadu, India

Complaint by	Learner
Informal Discussion	Counsellor / Trainer
Stage One	Customer Support Manager
Stage Two	NIST Global Approval Authority
Stage Three	NEBOSH / IOSH / IEMA Board

Note: NIST GLOBAL has the authority to designate alternative staff members to manage complaints in situations where potential conflicts arise or when it is deemed more appropriate to address the nature of the complaint.

Timeline:

The Grievance and Complaints Procedure will outline the timeline for addressing complaints or grievances. Complaints should be lodged within 10 working days of the incident or event prompting the complaint, unless the Director determines there is a valid reason for a delay and clear evidence supporting the delay in submitting a complaint.

To submit a Grievance, individuals should contact NIST GLOBAL in writing by completing the Grievance form, where they must explain the nature of and grounds for the complaint. The completed and signed complaint forms should include the following:

- Brief description of the details of the complaint, completing all sections of the form.
- Materials and documentation used to support the allegations should be limited to and directly related to the reported case.
- Evidence stating relevant facts and documenting and supporting the allegation.
- Description of the events or circumstances upon which the complaint is based, with all supporting documentation attached.
- Specification of pertinent dates, staff involved, money owed, balances due, etc.
- The complaint will not be processed unless all checkboxes are checked, and the complaint is signed and dated.

If the complaint appears to be unjustified, NIST Global may write to the individual to invite withdrawal of the complaint. The complaint will proceed only if the individual responds, in writing, within 10 working days and requests the complaint to proceed.

Additional timelines are provided within the procedure.

Documentation:

NIST GLOBAL will ensure the maintenance of records for the following:

- Reports on grievances and complaints received, along with subsequent actions taken and their outcomes.
- Detailed documentation of grievances and/or complaints, including an overview of the incident, any witnesses or evidence, actions taken, and the complainant's desired resolution.
- Explanation of why the issue remains unresolved and the additional steps Consortia must take to address the complaint, including any further evidence supporting it.
- Tracking the progress of complaints, including decisions made, outcomes achieved, and relevant dates.
- Confirmation of compliance with and agreement to the Grievance and Complaints Policy by learners, outlined in documents such as agreements or contracts.

Each learner will receive the Grievance and Complaints Policy during their induction at the start of their training program. They will be required to sign a declaration confirming their understanding and agreement with the policy.

Procedure:

Informal Discussion

In the event of a complaint, the individual concerned has the option to engage in an initial conversation to explore the matter further. This discussion, facilitated by their respective trainer or counselor at NIST GLOBAL, aims to clarify the nature of the concern and assure the complainant that the organization will address it. During this conversation, explanations about the circumstances surrounding the issue may be provided, and the desired outcome sought by the complainant will be identified. The Trainer/Counselor may take 2-3 working days to respond to the complainant.

If the trainer/counselor initially contacted is unable to resolve the issue or if it escalates to a formal grievance or complaint, they will document the date, complainant's name, status, contact address, and phone number. Subsequently, they will refer the matter to the appropriate individual as per the guidelines outlined in this policy.

If a satisfactory resolution is achieved during this stage, no further action is required. However, if the complaint remains unresolved, it may progress to the next stage.

Stage One

The complainant should complete and submit a Grievance and Complaint Form to the relevant individual. They can reach out to Customer Support Manager or email info@nistglobal.com to obtain the designated contact details for a Stage One complaint.

NIST GLOBAL Response:

Upon receipt of the form, the Customer Support Manager will acknowledge it within 3-5 working days, provide a copy of this policy, and log the complaint. If a response within this time frame isn't possible or if further investigations are required, the assigned person will inform the complainant of the reason for the delay and establish a new target date for responding.

Meeting:

The complainant has the option to meet with our Customer Support Manager either in-person or virtually to provide additional information beyond what was previously submitted.

Outcome:

Upon completion of the investigations, the designated person will update the Grievance and Complaint Log accordingly. They will maintain written records, including meeting minutes, telephone conversations, and other relevant documentation, within a file.

Action:

If a satisfactory resolution is achieved, no further action will be necessary. The appointed person will notify the Director that a complaint was filed, outline the actions taken, and identify any necessary improvements to prevent future dissatisfaction.

If the complainant remains dissatisfied, they will be directed to stage two and provided with information about the designated person responsible for handling stage two grievances.

Stage Two:

Notification of a Grievance or Complaint:

The complainant should complete and submit a Grievance and Complaint Form to the relevant individual. They can reach out to info@nistglobal.com to obtain the designated contact details for a Stage Two complaint.

NIST GLOBAL Response:

Upon receipt of the Grievance and Complaint Continuation Form, the recipient - the NIST GLOBAL Approval Authority, will provide a written response within 5-7 working days and document the details in the Grievance and Complaint Log. If a response within this timeframe is unattainable or if additional investigations or evidence are needed, the second-stage appointed person at NIST GLOBAL will notify the complainant of the schedule of dates and the reasons for any delays.

Meeting:

The complainant can meet the NIST GLOBAL Approval Authority in-person or virtually to provide additional information beyond what was previously submitted. The time and mode of the meeting will be confirmed to the complainant.

Outcome:

After completing investigations, the designated person will update the Grievance and Complaint Log accordingly. They will maintain written records, including meeting minutes, telephone conversations, and other relevant documentation, within a file.

Action:

If a satisfactory outcome is achieved, no further action will be necessary. However, the second-stage appointed person will inform the Director that a complaint was lodged, detailing the actions taken and any necessary improvements to prevent further dissatisfaction.

If dissatisfied, the complainant is referred to stage three where he/she can contact the respective Boards (NEBOSH/IOSH / IEMA).

Stage Three:

At this stage, the complainant will directly contact the Support Team of the respective Boards (NEBOSH/IOSH/IEMA) via mail.

The response timeline from the Boards is entirely at their discretion.

The boards will work to resolve the complaint and foster reconciliation between the complainant and NIST GLOBAL.

For further details at this stage, kindly refer to Grievance policy of

NEBOSH: <https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>

IOSH: <https://iosh.com/contact/complaints>

IEMA: <https://www.iema.net/membership/iema-code-of-professional-conduct/make-a-complaint>

Disciplinary Proceedings:

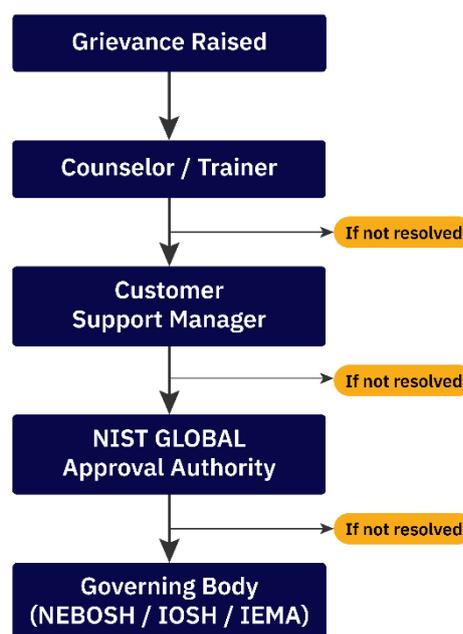
Disciplinary proceedings may be initiated against a learner or stakeholder suspected of acting in a manner that unreasonably disrupts the functioning or activities of the company. However, the grievance procedure for a candidate will be terminated if they resort to unethical means to lodge a complaint against the company. Severe action will be taken against such behaviour.

The following misconduct warrants disciplinary action:

- Requesting unethical favors from the institution in any manner.
- Attendance below 100%, which renders the candidate ineligible for exam registration.
- Incomplete assessment or activities.
- Use of plagiarized material or any unfair means in work submitted for assessment or examinations.
- Disruption or attempted disruption of teaching or administration, or aggressive or harassing behaviour, either physical or verbal, towards any student or staff member.
- Abuse of alcohol or drugs on premises where courses are held.
- Theft, damage, or defacement of the company's or any other property on premises where courses are conducted.
- Any behaviour inconsistent with the company's general regulations for discipline.
- Please refer to the Learner's Agreement, specifically Section 11(a) on General Code of Conduct and Behaviour, for further details.

If a learner is suspected of committing a disciplinary offense, the company director will use their discretion to determine whether disciplinary proceedings should be initiated against the learner.

Grievance Hierarchy



NIST GLOBAL conducts an annual review of this policy and its associated documentation. Any updates and communications regarding these reviews will be shared with relevant employers. Additionally, any specific outcomes resulting from the reviews will be communicated to the relevant parties, as appropriate. This ensures that the policy remains current and aligned with the organization's objectives and any regulatory requirements.

Signed by the Chairman & Managing Director,



Mr. Antony Selvaraj

Date: 09 April 2024