

The international scheme for competency validation and certification of personnel who work in explosive atmospheres.

CCL2003 Rev1 - 03/2023

CompEx Complaints Policy



Introduction

CompEx takes all complaints seriously and is invaluable in helping the organisation to evaluate and continually improve.

Definition of a Complaint

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel CompEx has failed to provide a service or an acceptable standard of service. Feedback or complaints can also be made if:

- there has been a delay in providing the service.
- a mistake has been made in the way it has provided a service.
- a service was provided unfairly.

Complaints Policy Objectives

The complaints policy aims to:

- Provide individuals with a fair and effective way to make complaints.
- Effectively communicate the process regarding how learners, centre employees and employers can provide feedback on complaints.
- Effectively communicate the process as to how complaints will be handled.
- Ensure that complaints are dealt with fairly and sensitively within clear time frames.
- Ensure that complaints are monitored and reviewed and used to improve CompEx products and services.

Duties under this policy

CompEx will ensure that it:

- Records, stores, and manages all complaints accurately, in confidence, and in accordance with the CompEx Certification Limited Privacy Statement.
- Investigates the complaint fully and within the stated time frame.
- Notifies the individual making the complaint of the results of the investigation and any right of appeal.
- Where necessary, informs the individual making the complaint of any action that will be implemented.
- Reviews regularly the number and type of complaints/feedback received, and the action taken to remedy the situation.
- Reviews the complaints policy on a regular basis.
- Makes publicly available the complaints policy.

If you would like to make a complaint, please email info@compex-cert.com, stating the grounds for your complaint and provide evidence.

This Policy was reviewed and adopted by the Directors of CompEx Certification at the Board meeting held on the date shown below and is due to be reviewed annually.

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Steve Bratt, Chair

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Date

Contact details

For further information regarding this policy, please contact CompEx at:
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