

## **Complaint Management Policy:**

We are committed towards providing quality service to all the learners that have joined with us in the long run of NEBOSH Courses. But it is also equally important to resolve the queries and doubts of the learners and also accept their complaints and grievances and provide timely solutions to them. We also expect compliments from learners as well as to motivate the whole team of Nviron to provide selfless and continuous support related to NEBOSH Courses.

The following is the updated Complaints Procedure as per the guidelines laid by NEBOSH and in terms and conditions with the Complaints Policy of Nviron Consulting Pvt. Ltd :-

1. You need to lodge your complaint using our Online Complaint Form available in Google Classroom/Learner Handbook or you can directly lodge your complaint on our website [www.nviron.in](http://www.nviron.in) .
2. You will receive an automated acknowledgement mail of the complaint lodged by you.
3. Our Complaints Team would be investigating into the matter and provide a suitable resolution to your complaint as per the laid rules and policies of Nviron Consulting Pvt. Ltd. within 7 working days.
4. In case if you are not provided with a suitable resolution within the above stipulated time, then you can reach out to our Director on [anupam@nviron.in](mailto:anupam@nviron.in) stating your concern.

Our Director would be ensuring that you are provided with a satisfactory resolution within 5 working days from the day of the complaint being forwarded to our Director.

In case if you are not receiving any response from our Director or you are not satisfied with the resolution provided to you, then you can escalate your issue to NEBOSH directly by going through this link:-

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

Nviron Consulting Pvt. Ltd.  
*Anupam Mohanty*  
Authorised Signatory