 <p>Handson Safety Services Limited</p> <p>COMPANY PROCEDURE</p>	Date: 1 st January 2025
	Review: 1 st January 2026
Complaints Procedure	

Handson Safety Services Limited is a professional Health and Safety training and consultancy provider that works with and provides support for a diverse customer base.

The principal objectives of Handson Safety Services Limited are to maintain, enhance and promote improvements in environmental health and provide service levels that will assist its customers and partner organisations to achieve the same.

As such we are committed to achieving this aim, and all Handson Safety Services Limited staff are equally committed to ensuring that customers are provided with the best possible information, services and products at all times.

In order to fulfil the full scope of our organisational role, Handson Safety Services Limited will:

- Strive to promote and stimulate a positive health and safety culture in all activities.
- Create cost-effective and accessible ways to supply up-to-date information on all matters relating to the work of the company.
- Strive to provide the best possible service to our customers, whilst remaining accessible to their comments and potential concerns.
- Monitor performance through delegate evaluation feedback forms and contact with the client, together with the maintenance of a clear complaint's procedure.


Handson Safety Services Limited is dedicated to meeting all customer expectations and to monitoring and evaluating performance.

We are aware that there may be occasions when service levels do not meet expectations and complaints may subsequently be made against the Handson Safety Services Limited by:

- A trainer/member.
- A course delegate.
- A third party.

In these instances, all complaints must be submitted in writing under confidential cover and addressed to the Office Manager.

All complainants must ensure they provide a clear explanation of the basis of the complaint and clarification of the relationship, if any, between the complainant and the party concerned.

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Handson Safety Services Limited procedures for addressing complaints

Upon receipt of the complaint, the Office Manager shall, at her discretion, consult with the complainant and any other relevant parties. (If, at this stage, it is noted that the complaint relates more to a case of suspected malpractice, it will be referred onto the Company Director for investigation.)

If the Office Manager concludes that the complaint could be justifiable, she may formally notify the party concerned in writing.

All other relevant parties will also receive appropriate details in writing concerning the complaint and will be expected to provide a written response.

All written responses should be submitted within a time period of no longer than 28 days.

When all the responses received have been given due consideration and the Office Manager concludes by this stage that the complaint is justifiable, she shall advise the complainant accordingly and will formally notify the party concerned in writing of the decision taken by Handson Safety Services Limited.


If deemed appropriate the Office Manager will also provide feedback to any other relevant parties.

However, should the Customer Support Manager conclude at this stage, the complaint not to be justified, she shall advise the complainant accordingly and, if deemed appropriate, the party concerned, in writing.

The complainant may challenge this decision by writing directly to the Company Director.

Should the Company Director consider that a legitimate case has been made, the Office Manager will, in addition to informing any other relevant parties, formally notify the party concerned in writing of the final decision taken by Handson Safety Services Limited.

The Company Directors decision shall be final and binding and there shall be no obligation to provide a written explanation for the decision taken.

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Handson Safety Services Limited will at all times strive to protect the anonymity of the complainant.

Signed: Ray Woolrich

Date: 1st January 2025

Review Date: 1st January 2026