

Complaints Procedure	HRC/P-13 Revision: 1 Effective Date: 01/02/2017
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Horizon is committed to fully meeting its obligations under the Learning Agreement, ensuring that all our learners are fully satisfied with the services provided. If you feel that we have not met our obligations under the Learning Agreement or if you are dissatisfied with any aspect of our service, please share your feedback. We will take your concerns seriously and conduct a full investigation into your grievances.

Submit your complaint in writing

Horizon is committed to dealing with all formal complaints in a fair and timely manner, and to use them as an opportunity for improvements. We will require you to submit your complaint to us in writing as soon as possible after the event so that we have the opportunity to investigate fully.

To make a complaint please e-mail info@horizonriskconsultancy.com or write to:

Horizon Risk Consultancy Ltd
3M Buckley Innovation Centre,
Firth Street, Huddersfield,
United Kingdom, HD1 3BD

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

2. Response to your complaint from Horizon

All complaints received by Horizon Risk Consultancy Ltd are handled and recorded in accordance with our procedure. We will acknowledge all complaints in writing within three working days of receipt, and your complaint will be logged into our system.

<p>AUTHORIZATION <i>Sandy Lu</i> _____ Sandy Lu Managing Director</p>	<p>REVIEW DATE 01/01/2024</p>
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3. Investigation by Horizon

All complaints will be resolved and a written response provided within 10 working days of acknowledgement. If we are unable to fully investigate the matter within the 10 working days period we will advise you of the reason for the delay and give you a specific date by which we will make a full response. This will be no longer than 25 working days after receipt of your original complaint. Where we find that any corrective and/or preventative action is required; this will be recorded and monitored to ensure improvements are made.

4. Raising your complaint with NEBOSH

If you remain dissatisfied with our response, you are able to raise this directly with NEBOSH. To raise a complaint please write to NEBOSH at complaints@nebosh.org.uk. You will find NEBOSH's complaints procedure on their website: www.nebosh.org.uk

5. Regulatory review of unresolved complaints

If you are still not satisfied by NEBOSH's dealing with the complaint, that you can contact NEBOSH's accredited body SQA Accreditation (if examination/assessment is taken in the UK) and to the Scottish Public Services Ombudsman (SPSO if the accredited course provider is a public provider in Scotland). Further details are available on the NEBOSH website: <https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure>

This policy will be periodically reviewed to ensure that it is continually valid and effective.

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