

COMPLAINTS POLICY

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RED DUNE

Complaints Policy

RED DUNE TRAINING CENTRE

Table of Contents

1. Policy Statement & Objectives	3
2. Scope.....	4
3. Principles.....	5
4. Definitions.....	6
5. Eligibility & Grounds	7
6. Reasonable Adjustments & Support	8
7. Informal Resolution (Stage 1).....	9
8. Formal Complaint (Stage 2).....	10
9. Investigation Process	11
10. Communication Standards	13
11. External Routes	14

RED DUNE TRAINING CENTRE

1. Policy Statement & Objectives

Red Dune Training Centre is committed to handling all complaints fairly, promptly, and transparently. We view complaints as valuable feedback that helps us improve the quality, safety, and environmental performance of our training and assessment services. No one—learner, client, visitor, contractor, or staff member—will face retaliation or disadvantage for raising a genuine concern in good faith.

Our approach follows recognized good practice for customer focus, leadership, competence, and continual improvement. We will provide easy, multilingual access to complaint channels (online, email, and in person), clear information about the process and expected timelines, and respectful communication throughout. Confidentiality is protected, conflicts of interest are managed, and personal data is controlled in line with our Document Control and Data Protection procedures.

To ensure effectiveness, leadership accountability is explicit: the Head of Centre owns this policy, the Centre Manager oversees day-to-day handling, and the Quality Lead monitors outcomes, trends, and corrective and preventive actions. Where complaints concern health, safety, or environmental matters, we will act immediately to remove or reduce risk and notify the HSE Officer.

We set and review measurable objectives as part of our quality cycle (Plan-Do-Check-Act), including:

- Acknowledge complaints within two working days.
- Provide an initial outcome or update within ten working days, or sooner where risk is identified.
- Track and close corrective actions on time, verifying effectiveness.
- Analyse trends termly and report to leadership, integrating lessons into staff training, assessment practices, and facilities management.

This policy applies to all programmes we deliver, including international HSE qualifications and any TVTC-regulated training. It is published on our website and available at reception on request in Arabic and English.

2. Scope

This policy applies to all individuals and services connected with **Red Dune Training Centre (Saudi Arabia)** and covers complaints about how we deliver, manage, or support learning and assessment in line with TVTC expectations and ISO 9001/14001/45001 good practice.

Who is covered

- **Learners** (current, deferred, and recent alumni), and **applicants**.
- **Clients/employers** who sponsor or purchase training.
- **Visitors and third parties** on our premises or at our events.
- **Staff, contractors, consultants, and volunteers** engaged by the Centre.

What is covered

- **All services:** enquiries, admissions, induction, teaching, assessment support, invigilation, certification administration, customer service, facilities, IT/online platforms, and finance touchpoints (e.g., invoicing/receipts).
- **Conduct and behaviors:** courtesy, impartiality, cultural sensitivity, dignity and respect.
- **Accessibility and adjustments:** language, disability, or other reasonable adjustments.
- **Health, Safety & Environment (HSE)** aspects linked to service delivery: classroom conditions, safe access, waste management, and environmental impacts related to training activities.
- **Data and privacy:** handling of personal and assessment data.

Where and how delivery occurs

- **In-center** (classrooms, workshops, offices, reception), **off-site** venues, client premises, field/practical sites, and **remote/online** delivery (LMS, virtual classrooms, proctored exams).
- **Third-party** spaces used or arranged by Red Dune (e.g., rented exam halls).

What is not covered (and where to go instead)

- **Assessment outcomes/marking** → Appeals Policy.
- **Suspected malpractice/maladministration** → Malpractice & Maladministration Policy.
- **Safeguarding or harassment** → Safeguarding/Anti-Bullying & Harassment Policy (and, if required, external authorities).
- **Whistleblowing/public-interest disclosures** → Whistleblowing Policy.
- **Emergency HSE incidents** → Incident/Accident Reporting Procedure.
- **Commercial contract disputes** → Contract Management/Legal route.

Timeframe & access

Complaints may be raised during enrolment, delivery, or within **six months** of service completion. Channels are available in **Arabic and English** (with assistance offered for individuals requiring adjustments).

3. Principles

At Red Dune Training Centre (Saudi Arabia), our complaints handling is guided by the following principles to meet international HSE awarding expectations, TVTC requirements, and ISO 9001/14001/45001 good practice.

Accessibility

We make it easy to raise a complaint—online, email, phone, or in person. Information is available in clear Arabic and English. Where reasonable, we provide assistance (e.g., language support or reasonable adjustments) so no one is disadvantaged.

Cultural Sensitivity

We act with awareness of Saudi cultural norms and professional etiquette. Communication is polite, non-confrontational, and solution focused. We recognize diverse learner backgrounds and avoid assumptions or stereotyping.

Impartiality

Complaints are investigated by staff who were not involved in the event. Any conflict of interest is declared and managed. Decisions are based on evidence, not status or relationship to the Centre.

Confidentiality

We protect complainant identity and case details, sharing only with those who need to know to investigate or decide. Records are securely stored and retained per our Document Control and Data Protection procedures.

Natural Justice

All parties are heard, evidence is reviewed fairly, and reasons are given for decisions. Where an error is found, we put it right promptly, proportionately, and transparently.

Respect

We treat everyone with dignity. Harassment, retaliation, or discrimination is prohibited. We communicate clearly, give realistic timeframes, and provide updates until closure.

Data Minimization

We collect only the data necessary to understand, investigate, and resolve the complaint. We avoid excessive detail, verify accuracy, and limit access. When no longer required, data is disposed of securely in line with legal and policy requirements.

These principles underpin our procedures, service standards, staff training, and continuous improvement actions, ensuring fair outcomes and trust in our complaints process.

4. Definitions

Any expression of dissatisfaction about Red Dune Training Centre's services, conduct, facilities, accessibility, environment, or health and safety arrangements, where the complainant seeks a remedy or change. Examples: delays in issuing certificates, unprofessional behavior, unsafe classroom layout, poor cleanliness, or communication failures.

Enquiry

A request for information or clarification about courses, schedules, fees, policies, or processes. No remedy is sought, and no allegation is made. Examples: asking how to register, course prerequisites, maps. Enquiries are not logged as complaints unless dissatisfaction is stated.

Appeal

A formal request to review an academic or assessment decision (mark, outcome, malpractice finding, or reasonable-adjustment decision). Appeals are managed under the Appeals Policy and follow defined stages and timelines; they challenge a decision, not service quality.

Malpractice

Any deliberate act or omission that compromises assessment integrity, certification validity, or compliance. Examples include cheating, fabrication, collusion, impersonation, falsifying records, or knowingly using outdated controlled documents. Staff malpractice includes coaching during exams, altering marks, or breaching confidentiality.

Maladministration

Unintentional errors or poor administration that cause non-compliance (e.g., misfiling controlled forms, incorrect exam timetables, or incomplete registers). Maladministration can lead to complaints or appeals and must be corrected and prevented.

Whistleblowing (Protected Disclosure)

A disclosure made in the public interest about suspected wrongdoing, risk to learners, the environment, or health and safety, bribery, fraud, or serious non-compliance. Whistleblowing can be made by staff, contractors, learners, or third parties. It is handled under the Whistleblowing Procedure, permits confidentiality or anonymity where lawful, and protects individuals from retaliation.

5. Eligibility & Grounds

This section explains who may raise a complaint and what issues Red Dune Training Centre will formally consider. Any learner, client, visitor, or staff member may submit a complaint where they reasonably believe our service fell below expected standards or created risk. Representative submissions—for example a parent, employer, or sponsor—are accepted with the complainant's written consent.

You may complain about: (a) the quality, timeliness, or accuracy of information, guidance, teaching, invigilation, or administrative services; (b) staff conduct, communication, behaviour, or professionalism; (c) delays in registration, scheduling, certification, or release of results; (d) facilities, equipment, accessibility, or provision of reasonable adjustments; (e) fairness, bias, discrimination, harassment, or victimisation; (f) health, safety, and environmental conditions during training, assessment, or site activities; (g) confidentiality, privacy, and handling of personal data within our processes; (h) customer service, responsiveness, and complaint handling itself.

Out of scope and signposted elsewhere: (1) assessment decisions, marking, grading, or results—use the Appeals Policy; (2) suspected malpractice or maladministration—use the Malpractice & Maladministration Policy; (3) safeguarding or welfare concerns—use the Safeguarding Policy and emergency contacts; (4) data protection incidents or subject rights—use the Data Protection and Privacy Procedure; (5) criminal matters or imminent risk—contact emergency services first and then notify us; (6) employment or HR disputes—use internal HR procedures; (7) contractual billing or refund disputes—use Finance & Fees procedures; (8) whistleblowing on systemic wrongdoing—use the Whistleblowing Policy.

Time limits and routing: complaints should normally relate to events within the last twelve months unless exceptional circumstances apply. If a complaint touches more than one area, we will route it to the correct process, explain the pathway and timescales, and keep you updated.

Submitting a complaint will not affect your right to learn, to reasonable adjustments, or to escalate to awarding bodies or TVTC after our process concludes.

6. Reasonable Adjustments & Support

Red Dune Training Centre is committed to fair access for all complainants. We will provide reasonable adjustments so that language, disability, health, neurodiversity, or other personal circumstances do not prevent anyone from raising or progressing a complaint. No complainant will be disadvantaged for requesting adjustments.

How to request help

When submitting or discussing a complaint, tell us what you need by emailing complaints@reddune.org (cc support@reddune.org if urgent) or speaking to reception. We will acknowledge the request within two working days and confirm agreed adjustments in writing.

Examples of reasonable adjustments

- **Language support:** Arabic as default; English available; Urdu support were reasonably practicable. Interpreters or bilingual staff may assist in meetings or calls.
- **Communication formats:** large print, plain-language summaries, audio read-outs, or digital copies compatible with assistive technologies.
- **Accessibility:** step-free access to meeting rooms, quiet rooms, flexible timing (e.g., prayer times, fatigue management), and remote options (phone/video).
- **Health & disability:** permission for breaks; presence of a support person, family member, carer, or **independent advocate/representative**.
- **Sensitivities:** gender-appropriate staff where possible and culturally respectful arrangements.

Process and timelines

Adjustments will be considered individually and applied promptly. If an adjustment may affect standard timeframes, we will agree a fair revised schedule and keep you updated.

Confidentiality and data

Information about health, disability, or personal circumstances is treated confidentially and stored as controlled records with limited access. Only details necessary to implement adjustments are shared.

7. Informal Resolution (Stage 1)

To resolve straightforward complaints quickly and fairly at first contact, minimize disruption to learning, and capture improvement data while protecting confidentiality and safety.

Access

Learners, clients, visitors, or staff can raise concerns in person at reception, by phone, or via email to support@reddune.org or complaints@reddune.org. Where language or accessibility support is needed, the Office Coordinator will arrange assistance and, if requested, a representative. Service is offered in Arabic and English, with Urdu support where feasible, and without any retaliation against complainants.

Acknowledgment

Frontline staff acknowledge receipt within two working days, provide a case reference, and explain the Stage 1 timeline and next steps. If the issue appears complex or relates to assessment decisions, malpractice, safeguarding, or health, safety, or environmental risk, the matter is signposted to the formal route immediately.

Handling and Timeframe

The receiving staff member attempts a practical remedy within five working days (e.g., information clarification, timetable change, facilities fix, fee correction, or apology). They check facts with those involved, maintain neutrality, and ensure any action does not prejudice an active assessment or investigation.

Recording

Even when resolved informally, a brief record is created: date, name (or anonymous if requested), summary, outcome, action owner, and close date. Evidence such as emails or screenshots is stored in the complaint register. Personal data is limited to what is necessary and retained per document control rules.

Escalation

If the complainant is dissatisfied, or if the issue cannot be reasonably resolved within the timeframe, staff escalate to the Centre Manager for Stage 2 (Formal Investigation) and inform the complainant of expected timescales.

Learning and Improvement

Stage 1 outcomes feed into quality reviews, trends analysis, and corrective and preventive actions. Any immediate health, safety, or environmental concerns trigger risk controls and are reported to the HSE Officer without delay.

8. Formal Complaint (Stage 2)

Where an issue cannot be resolved informally, a Formal Complaint may be submitted within 30 calendar days of the event or the informal outcome. Submit by completing the Complaint Form or emailing complaints@reddune.org; include: full name and contact details; course/assessment title and dates; a clear statement of the concern; key facts in chronological order; any supporting evidence (screenshots, emails, photographs, medical notes, witness statements); details of any informal steps taken; and the remedy you seek. If you require reasonable adjustments or language support, state this in your email.

Acknowledgement and registration: We will acknowledge receipt within two working days, assign a case reference, and log the case in the Complaints Register. The HSE Officer independent of the subject matter and free from conflicts, will be appointed and introduced to you.

Investigation: The HSE Officer will review evidence, interview relevant parties, consider safeguarding, HSE and environmental implications, and check compliance with assessment, invigilation, and data-protection procedures. The target timeframe is ten to fifteen working days from acknowledgement. Complex cases (e.g., multiple witnesses, external dependencies, site-safety issues) may require more time; if so, we will send written updates at least every ten working days, with reasons and a revised target date.

Outcome: The HSE Officer will issue a written determination that is evidence based, fair and proportionate, and consistent with policy. Outcomes may include explanation and learning points; apology; corrective action; fee or service adjustment where applicable; reassessment or result review; staff training or supervision; environmental or OH&S controls; or no fault found. The determination will explain next steps and how to escalate to the Head of Centre/Independent Review Panel if dissatisfied.

Records and improvement: Case files, evidence, and decisions are controlled documents. Themes, root causes, and corrective actions are reviewed at the Quality Review Meeting to support continual improvement.

9. Investigation Process

To ensure every complaint at Red Dune Training Centre (Saudi Arabia) is investigated fairly, promptly, and transparently, with due regard to learner safety, environmental stewardship, and continual improvement (aligned with ISO 9001 competence/complaints control, ISO 14001 operational control, ISO 45001 hazard/risk control, and TVTC expectations).

1) Triage & Appointment

Upon receipt of a formal complaint, the Centre Manager logs it in the Complaints Register and assigns the HSE Officer who is independent of the matter. A conflict-of-interest check is recorded. Acknowledgement is issued within two working days, confirming the Employee's name, scope, and target timeline.

2) Investigation Plan

The HSE Officer creates a short plan defining allegation(s), relevant policies/procedures, evidence sources, witnesses, HSE/environmental considerations, confidentiality boundaries, and milestones. If immediate risk is alleged (e.g., unsafe classroom conditions, poor ventilation, chemical exposure, crowding), the HSE Officer is alerted, and temporary controls are put in place without waiting for the outcome.

3) Evidence Gathering

- **Documentary:** enrolment records, communications, timetables, assessment papers, invigilation logs, equipment maintenance/calibration records, cleaning logs, risk assessments, and prior CAPA actions.
- **Physical/Environmental:** site walk-throughs, photos (where permitted), equipment condition checks, waste segregation points, noise/lighting/temperature observations, emergency egress routes.
- **Digital:** LMS logs, access controls, CCTV access (if lawful and authorised), email trails. All evidence is version-controlled and time-stamped. Chain of custody is maintained for sensitive items (e.g., exam materials).

4) Interviews

The HSE Officer conducts structured interviews with the complainant, witnesses, and staff involved. Interviews are private, free from intimidation, and recorded via notes signed/initialled. Participants may bring a colleague/representative. Interpreting support is offered where needed (Arabic primary; English/Urdu on request). Each session begins with a confidentiality and data-use statement.

5) Impartiality & Fairness

The IO remains objective, separates facts from opinion, and tests plausibility against artefacts and

RED DUNE TRAINING CENTRE

timelines. Where technical judgements are required (e.g., HSE practice), a qualified subject specialist or IQA/Quality Lead may advise, provided they were not previously involved.

6) Safeguarding, HSE & Environmental Checks

Allegations involving safety, harassment, discrimination, or environmental harm trigger parallel checks by the HSE Officer or Safeguarding Lead. Immediate hazards are controlled (stop-use, re-configure room layouts, provide PPE, adjust occupancy) and recorded as interim actions.

7) Analysis & Findings

Evidence is mapped to policy requirements and standards. Root-cause analysis (e.g., 5-Whys, fishbone) identifies systemic and human factors. Findings are classified: upheld, partially upheld, or not upheld; actions are preventive/corrective with owners and dates.

8) Communication & Updates

The HSE Officer provides status updates at reasonable intervals and issues a written outcome with reasons, actions, and escalation rights. Sensitive details about third parties are redacted to protect privacy.

9) Records & Improvement

All materials (plan, evidence, notes, outcome, CAPA) are retained per Document Control and Data Protection procedures. Trends inform Quality Review Meetings, standardisation activities, CPD, and risk registers to drive continuous improvement.

10. Communication Standards

Set minimum standards for how Red Dune Training Centre communicates during a complaint, so all parties receive clear, respectful, and timely information.

Tone and Plain Language

All messages must be courteous, culturally sensitive, and free of jargon. Explain technical terms in everyday language and avoid blame. Staff use person-first phrasing and focus on facts, actions, and timelines.

Accessibility and Translation

Arabic is the default language. On request, we provide English and reasonable Urdu support. Where a complainant has additional needs, we offer suitable adjustments (e.g., larger print, alternative formats, or a named liaison).

Channels and Contact Points

We accept complaints via reception, phone, web form, or email: info@reddune.org, support@reddune.org, and complaints@reddune.org. Case correspondence is channel-agnostic; we respond through the origin channel unless asked otherwise.

Acknowledgement and Updates

We acknowledge formal complaints within two working days, issuing a case reference, named contact, and next milestone. We provide status updates at least every five working days, or sooner where significant activity occurs. If timeframes change, we explain why and provide a new target date before the original deadline passes.

Content Requirements for Every Message

Each communication must include: (1) case reference, (2) the stage reached, (3) what we did since last update, (4) next actions and dates, (5) how to submit further evidence, and (6) how to escalate.

Outcome Letters

Outcome letters are written in plain language and state: the decision (upheld/partially upheld/not upheld), reasons, evidence considered, remedies (if any), learning points, and escalation options with time limits. Templates are controlled documents and reviewed annually.

REDDUNE TRAINING CENTRE

Confidentiality and Records

We protect personal data and complaint details, share on a need-to-know basis, and keep a complete communication log in the complaint file. Communications remain professional even when the complaint is withdrawn or unsubstantiated. Sensitive data is redacted before sharing.

11. External Routes

If you remain dissatisfied after Red Dune's final Centre decision, you may pursue an external complaint route appropriate to your programmes. External routes exist to ensure independence, transparency, and fair redress. Red Dune will cooperate fully, share evidence on request, and implement any directions received.

1) International HSE Awarding Bodies

For qualifications awarded by external bodies (e.g., global HSE awarding organizations), We escalate using the awarding body's published complaints procedure. We will provide you with the correct web link, contact email, and your evidence pack (timeline, correspondence, assessment records, and investigation outcome). Submit within the awarding body's stated deadlines. The external decision may uphold, modify, or overturn the centre outcome, and may direct remedies or quality actions.

2) TVTC-Regulated Programmes (Saudi Arabia)

For programmes regulated by the Technical and Vocational Training Corporation (TVTC), Red Dune will supply the required documentation (centre response, evidence, and any health, safety, or environmental controls taken). TVTC's findings and instructions are binding on the centre for those programmes.

3) Parallel Safeguarding, HSE, or Legal Concerns

Where a complaint raises immediate health, safety, environmental, safeguarding, or legal concerns, we may notify competent authorities without delay while your complaint proceeds.

Status During External Review

Results or certificates under review may be held as "pending." Your access to learning continues where safe and appropriate. We prohibit retaliation against any complainant.