

 معهد الخط الأخضر للتدريب Green Line Training Institute			
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Complaints Procedure

A complaint is an expression of dissatisfaction concerning Green Line Training Institute (GLTI) product or service. GLTI takes all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, then please contact the Training Manager via one of the following options:

Call:99872787

E-mail:alialbarwani@gltioman.com

Write to: Training Manager, Green Line Training Manager, Ghala Industrial, Oman.

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 if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

GLTI asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within two working days.

The Training Manager will then investigate your complaint and respond to you within 5 working days.

Escalating your initial complaint if you remain dissatisfied

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our General Manager. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The General Manager will investigate in full and respond to you within 2 working days.

The GM can be contacted on:

Call:99858009

E-mail:maher@gltioman.com

Write to: General Manager, Green Line Training Manager, Ghala Industrial, Oman.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield Qualifications and their complaints policy can be located on their website: <https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your complaint to Highfield Qualifications and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of GLTI or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

If you have any queries about the contents of this policy, please contact the Training Manager directly on 99872787 or email alialbarwani@gltioman.com