

POLICY & PROCEDURES

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COMPLAIN PROCEDURES & PROCESS

Leaders Training Centre is committed to providing a high standard of service to all our customers. However, we understand that sometimes customers will feel that they have a reason to complain about the service they have received from us. Leaders Training Centre aims to resolve complaints quickly, fairly and effectively.

PROCEDURE

- Students need to Fill up LTC **STUDENT COMPLAINT FORM** (**LTC/SCF/002/01012021**) & submit to respective course advisor.
- Students can also register a complaint by sending an email to Complaints@leaders.qa or by calling on our landline number + 974 44664321
- Any complaint received is acknowledged by email and registered in our database. An appropriate person is assigned to investigate the complaint and resolve the matter.
- We aim to resolve the complaint within **10 working days**. In some complex cases, this may not be appropriate. In these situations, we will aim to keep the students informed of the progress of their complaint.
- Upon completion of the investigation, we aim to transparently disclose and explain to complainant what went wrong and why it happened, apologize if appropriate and take actions to resolve the matter as soon as possible.
- If the complainant is not satisfied with the outcome of the complaint, they would be allowed to raise the matter with the management, who will investigate the matter and will ensure appropriate and justified resolution.
- We generally aim to keep the complaint of the students confidential but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In such situation, we will discuss this aspect with the students.
- Complaint form will be Processed as per the flow chart (and will be Maintained in complaint log book (LTC/CLB/003/01012021)

RESPONSIBILITIES AND AUTHORITIES

Course Advisor	SCF form will be collected from the Student and timescale is provided
Centre Manager	Will Review & Process the complaint as per COMPLAINT Flow Chart (LTC/CFC/004/01012021)
Management	Processes & Take Necessary Action and update in Complaint Log Book

RELATED DOCUMENTS

- LTC STUDENT COMPLAINT FORM (**LTC/SCF/002/01012021**)
- COMPLAINT LOG BOOK (**LTC/CLB/003/01012021**)
- COMPLAINT FLOW CHART (**LTC/CFC/004/01012021**)

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CENTRE HEALTH AND SAFETY POLICIES

This policy applies to every aspect of the Leaders Training Centre including all leaders Staff, Trainers, Student, and management staff. The policy also sets out the expectations on Leaders Staff, students, and Trainers to support the Leaders Training Center's efforts to provide a safe and healthy workplace. At Leaders, we recognise that good standards of health, safety and welfare are an integral part of good management. The sensible and proportionate management of risk supports innovation and sustainability. This, coupled with the provision of safe and healthy work, living and social spaces contributes to our key strategic aims of providing excellence in teaching.

POLICY

- All Leaders Staff's & Students must to be competent to meet their responsibilities, and work safely. This is a legal requirement.
- Centre Manager will ensure that new employees are adequately inducted into State of Qatar health and safety Guidelines.
- All International Staffs will Follow Prior Medical Examination & Vaccination as per State of Qatar MOPH Guidelines and done before Visa process.
- Covid-19 vaccination are effectively Done for All leaders Staff & Trainers.
- Providing effective leadership and resources and access to competent advice across the organisation to enable agreed health, safety and welfare standards to be met
- Assessing the significant risks associated with our business activities and implementing sensible and proportionate control measures to reduce the risk of injury and ill-health and damage to property or the environment
- Providing adequate information, instruction, training and supervision to our Staffs, students, to encourage ownership of health, safety and welfare matters and to enable each person to carry out their duties safely and to contribute to the overall delivery of the aims of this policy
- Taking appropriate, timely and proportionate corrective and preventative actions to manage intolerable risks identified by monitoring, auditing and investigative activities.
- The Centre Manager is responsible for:
- Providing advice and guidance on all matters of occupational health, safety and welfare, including fire safety.
- Monitoring health and safety performance of Staffs and providing quarterly reports to leaders management
- Conducting of audits of compliance with the Leaders health and safety policy on behalf of Management.