

Engineering Science Institute for Training (Esi)

Riyadh, Saudi Arabia

Policy & Procedure

On

“Complaint about Quality of Training, Services and Facilities”

Document No.: Esi/P&P/0505/Rev. 03

Course Title: _____

Course Duration (Dates): _____

Esi considered that a *Complaint is an “expression of dissatisfaction and it must be addressed swiftly”.*

Esi is an ISO 9001:2015 certified institute, therefore, all its policies and procedures are as per the International Standards. Thus, it is committed to provide high quality training courses to its trainees at the appropriate venues, with all the essential facilities in an open and accountable method to acquire the trust and satisfaction of all its stakeholders including trainees, clients and the training partners. Therefore, in order to maintain professionalism, international standards and to constantly improve all its services and deliverables, etc. In order to efficiently honour and positively address to the complaints, the following appropriate sections are to be completed:

Section ‘A’: Complaint about Trainer’s Competence and his Teaching Skills:

Description of the Complaint:

Section 'B': Quality of Training Materials – Completeness and Clarity:

Description of the Complaint:

Section 'C': Facilities and Utilities provided during Training

Description of the Complaint:

Section 'D': Any Other Complaint(s)

Description of the Complaint(s):

***** **Nothing Follows** *****