

	Complaints Policy	Dok. No	DCT2020PLC001R002
		Rev. No	R002
		Rev. Tar	17.09.2025

Ege Consulting is committed to a structure that encourages constructive complaints. Ege Consulting evaluates complaints it receives in accordance with this policy requirements to encourage their resolution at the earliest possible stage.

The Complaints Policy and Form are published on the website www.egeconsulting.com accessible to all relevant parties.

Ege Consulting's aim is to fully investigate issues as close to the point of first contact as possible and to resolve complaints quickly and courteously in the interests of all parties, addressing areas where improvements have been identified as a result of the complaints.

When a complaint is made by any Learner or Client, initial feedback regarding the complaint is provided within 48 hours. If Ege Consulting decides that the complaint requires an investigation, the investigation and resolution are completed within 10 business days, and feedback is provided to the individual or organisation making the complaint.

Ege Consulting is committed to ensuring that the interests of everyone involved in a complaint are properly protected.

The policy defines a complaint as an expression of dissatisfaction by one or more individuals, to or on behalf of the Company, regarding a service standard, action or lack of action.

A complaint may include, but is not limited to, the following:

- Service quality and standard,
- Failure to provide service,
- Quality of facilities or learning resources,
- Treatment or attitude by an employee or training participant,
- Failure of the Company to follow an appropriate administrative process,
- Failure of the Company to follow an appropriate investigation and review process,
- Dissatisfaction with Company policies or procedures.

In the event of a complaint that may arise in NEBOSH and IOSH accredited courses conducted by Ege Consulting, Ege Consulting's complaints policy will first be implemented to resolve the matter. If this policy proves insufficient, the Learner or the Client is free to forward their complaint to the NEBOSH or IOSH institutions.

Ege Consulting undertakes that no one who makes a genuine complaint will be penalised. Ege Consulting undertakes that the act of making a complaint will have no impact on the assessments of the Clients or learners who made the complaint.

17.09.2025, Istanbul



Özgür Cengiz
Founding Director