



GRIEVANCE & COMPLAINT POLICY

Issued on 15th February 2024

Grievance and Complaints Policy

Purpose:

ONGC IPSHEM is sincerely dedicated to offering support and training in a welcoming atmosphere. Whenever feasible, any issues, complaints, or grievances will be addressed informally within the ONGC IPSHEM center. The purpose of the Grievance or Complaints Policy is to provide all individuals associated with ONGC IPSHEM the chance to raise a grievance or complaint, ensuring they receive fair treatment and their concerns are taken seriously, without being dismissed as insignificant.

ONGC IPSHEM values feedback, whether positive or negative, and strives to incorporate complaints whenever possible to continually enhance its services for the benefit of learners. The Grievance and Complaints Policy has been established to ensure a consistent approach to addressing grievances or complaints related to ONGC IPSHEM, guaranteeing fair and equitable resolution of all issues.

Grievances or complaints covered by this policy may concern the ONGC IPSHEM center or its personnel and can be raised by employers, learners, as well as partner organizations involved in the training, assessment, and support of ONGC IPSHEM Learners.

Members Involved:

Director

The Director of ONGC IPSHEM is accountable for overseeing the thorough execution of this policy. Additional duties and obligations are delineated within the procedure.

Grievance and Complaint Responsibility at Each Stage

Contact Details for ONGC IPSHEM:

ONGC IPSHEM
Head ONGC IPSHEM
ONGC, IPSHEM, P.O. Via Velim, Betul, South Goa 403723
Telephone: 0832-2677001 (Office), 0832 –2677029 (Fax)

| Complaint by | Learner |
|---------------------|--------------------------------|
| Informal Discussion | Counsellor / Trainer |
| Stage One | Customer Support Manager |
| Stage Two | ONGC IPSHEM Executive Director |
| Stage Three | NEBOSH / IOSH Board |

Note: The ONGC IPSHEM retains the authority to assign different staff members to handle complaints in cases where potential conflicts exist or when it is considered more suitable to address the nature of the complaint.

Timeline:

The timeline for addressing complaints or grievances will be specified in the Grievance and Complaints Procedure. Complaints should be lodged within 10 working days of the incident or event prompting the complaint, unless the Director determines there is valid reason for a delay and there is clear evidence supporting the delay in submitting a complaint.

To submit a Grievance, you should contact the ONGC IPSHEM in writing by filling the Grievance form where you have to explain the nature of, and grounds for, the complaint. The duly filled & signed the complaint forms should include the below:

- Briefly describe the details of the complaint completing all sections of this form.
- Materials and documentation used to support a complainant's allegations should be limited to and directly related to the reported case.
- The evidence should state relevant facts and document and support the allegation.
- The statement should include a description of the events or circumstances upon which the complaint is based and all supporting documentation for your complaint must be attached.
- Specify any pertinent dates, staff you dealt with, money owed, balances due, etc.
- This complaint will not be processed unless all the boxes are checked and you have signed and dated the complaint.

If the complaint appears to be unjustified, IPSHEM - ONGC may write to you to invite withdrawal of the complaint. The complaint will proceed only if you respond, in writing, within 10 working days and request the complaint to proceed.

Additional timelines are provided within the procedure.

Documentation:

ONGC IPSHEM will ensure they maintain records for:

1. Reports on grievances and complaints received, along with the subsequent actions taken and their outcomes.
2. Detailed documentation of the grievance and/or complaint, including an overview of the incident, any witnesses or evidence, actions already taken, and the complainant's preferred resolution.
3. Explanation of why the issue remains unresolved and what additional steps Consortia must take to address the complaint, including any further evidence supporting the complaint.
4. Tracking the progress of the complaint, including any decisions made, outcomes achieved, and relevant dates.
5. Confirmation of compliance with and agreement to the Grievance and Complaints Policy by learners (outlined in document such as an agreement or contract).

Each learner will be provided with the Grievance and Complaints Policy during their induction at the start of their training program. They will be required to sign a declaration confirming their understanding and agreement with the policy.

Procedure:

Informal Discussion

The individual having the complaint may opt for an initial conversation regarding the matter to determine whether they intend to pursue it further. The recipient of the complaint, who can be their respective trainer or counsellor, will clarify the nature of the concern and assure the complainant that ONGC IPSHEM will definitely address the complaint; they may provide explanations about how or why a situation unfolded. Additionally, at this stage, they will identify the desired outcome being sought by the complainant. The Trainer / Counselor may take 2-3 working days of time to respond to the complainant.

If the trainer / counsellor at ONGC IPSHEM initially contacted are unable to address the issue, or if it becomes evident that it constitutes a formal grievance or complaint, they will proceed to record the date, complainant's name, status, contact address, and phone number. They will then refer the matter to the appropriate individual in accordance with the guidelines outlined in this policy.

If a satisfactory resolution is reached at this point, no further action is necessary. However, if no satisfactory solution is achieved, the complaint can progress to the next stage.

Stage One

Notification of a Grievance or Complaint

The complainant should complete and submit a Grievance and Complaint Form to the relevant individual. They can reach out to email customer.support@ongcati.com to obtain the designated contact details for a Stage One complaint.

ONGC IPSHEM Response:

Once the form is received, the Customer Support Manager will acknowledge it within 3-5 working days, provide a copy of this policy, and log the complaint. If a response within this time isn't possible or if more investigations are needed, the assigned person will inform the complainant of the delay reason and set a new target date for responding.

Meeting:

The complainant can meet our Customer Support Manager in-person / virtually to provide additional information beyond what was previously submitted.

Outcome:

After completing investigations, the designated person will update the Grievance and Complaint Log accordingly. They will maintain written records, including meeting minutes, telephone conversations, and other relevant documentation, within a file.

Action:

If a satisfactory resolution is achieved, no further action will be necessary. The appointed person will inform the Director that a complaint was filed, outline the actions taken, and identify any necessary improvements to prevent future dissatisfaction.

If dissatisfied, the complainant is directed to stage two and provided with information about the designated person responsible for handling stage two grievances.

Stage Two

Notification of a Grievance or Complaint

The complainant should complete and submit a Grievance and Complaint Form to the relevant individual. They can reach out to the email hod@ongcati.com to obtain the designated contact details for a Stage Two complaint.

ONGC IPSHEM Response:

Upon receipt of the Grievance and Complaint Continuation Form, the recipient - the ONGC IPSHEM Executive Director, will provide a written response within 5-7 working days and document the details in the Grievance and Complaint Log. If a response within this timeframe is unattainable or if additional investigations or evidence are needed, the second-stage appointed person at ONGC IPSHEM will notify the complainant of the schedule of dates and the reasons for any delays.

Meeting:

The complainant can meet the ONGC IPSHEM Executive Director in-person / virtually to provide additional information beyond what was previously submitted. The time / mode of meeting will be confirmed to the complainant.

Outcome:

After completing investigations, the designated person will update the Grievance and Complaint Log accordingly. They will maintain written records, including meeting minutes, telephone conversations, and other relevant documentation, within a file.

Action:

If a satisfactory outcome is achieved, no further action will be necessary. However, the second-stage appointed person will inform the Director that a complaint was lodged, detailing the actions taken and any necessary improvements to prevent further dissatisfaction.

If dissatisfied, the complainant is referred to stage three where he / she can contact the respective Boards (NEBOSH / IOSH)

Stage Three

At this stage, the complainant will directly contact the Support Team of the respective Boards (NEBOSH / IOSH) via mail.

The response timeline from the Boards is entirely at their discretion.

The boards will enable to resolve the complaint and foster reconciliation between the complainant and ONGC IPSHEM.

For further details at this stage, kindly refer to Grievance policy of

NEBOSH: <https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>

IOSH: <https://iosh.com/contact/complaints>

Disciplinary Proceedings:

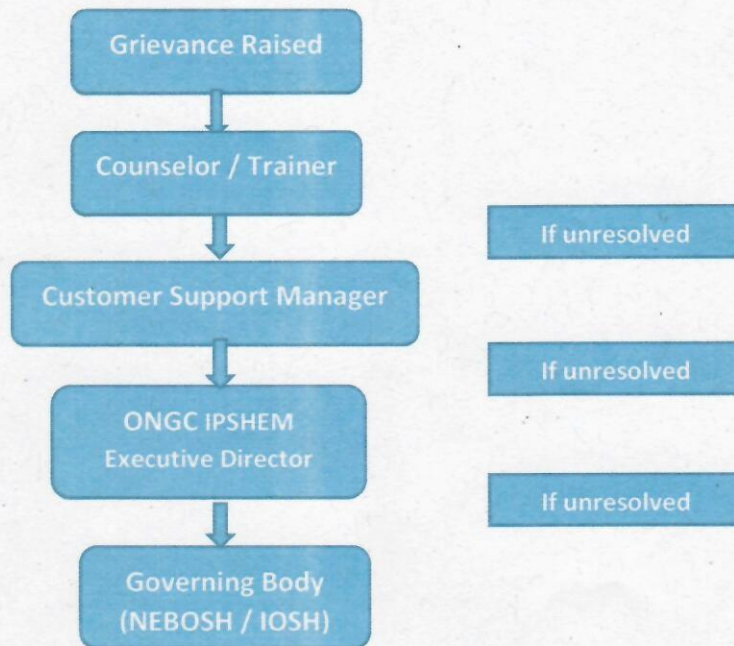
On the other side, disciplinary proceedings may be brought against a learner / stakeholder who is suspected of having acted or behaved in a manner which unreasonably interferes with the functioning or activities of the company. The candidates' grievance procedure shall be ceased if he/she uses an unethical mode to approach or to register a grievance on the company by means of the below misconduct. Severe action shall be escalated on such behaviour.

- Requesting unethical favour from the institution in any manner.
- Attendance lesser than 100% will not be considered for exam registration
- Incomplete assessment / activities
- The use of plagiarized material or any unfair means in work submitted for assessment or in examinations.
- The disruption or attempted disruption of the teaching or administration of the company's work or aggressive or harassing behaviour, either physical or verbal, towards any student or person, such as a tutor, acting on behalf of Institute.
- The abuse of alcohol or drugs on any premises where the courses are held.
- The theft, damage or defacing of any of the company's property or any property on premises where the company's courses are held.
- Other behaviour that is inconsistent with company's general regulations for discipline.

Refer Learner's agreement – 11(a) General code of conduct and behaviour

If it is suspected that student has committed a disciplinary offence, the company director shall, at their discretion, decide whether disciplinary proceedings should be established against the student.


Grievance Hierarchy



ONGC IPSHEM conducts an annual review of this policy and associated documentation. Updates and communications regarding reviews will be shared with relevant employers, along with any specific outcomes resulting from the reviews, as appropriate.

Date: 15.02.2024

Place: Goa


Executive Director - HOI
ONGC IPSHEM, Goa

संजीव सिंघल
कार्यकारी निदेशक - संस्थान प्रमुख
इन्फो, ओ. एन. जी. सी., बेतुल, गोवा
Sanjeev Singhal
Executive Director - Head of Institute
IPSHEM, ONGC, Betul, Goa