

Dear Learner,

If you are unhappy with the level of service of us, please feel free to expose your dissatisfaction, complaint, feedback and suggestions.

We treat a complaint as a clear expression of your dissatisfaction with our service which calls for an immediate response. We believe your opinions are opportunities for us to improve our quality of service.

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Pupa maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to you.

A formal complaint can be made either verbally or in writing. If in writing the form here below should be used and sent to info@pupaegitim.com. You can also contact us through our telephone: +90 532 362 8652.

We will investigate the complaint and send you an acknowledgement email within 10 working days. We will complete all investigations and provide a formal response within 21 working days of your complaint acknowledgment date. If this is not possible then an email will be sent explaining why.

If you remain dissatisfied with our response, or you have not received a response within the stated time frame, you are able to raise this directly with NEBOSH.

To raise a complaint please e-mail complaints@nebosh.org.uk or write to:

Customer Enquiry Team Leader
NEBOSH
Dominus Way
Meridian Business Park
Leicester
LE19 1QW

For the NEBOSH complaint procedure please click the link:
<https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>

Please note; if your concern relates to your assessment result or malpractice in the conduct of an assessment, your complaint will be dealt with under either the [Enquiry About Result Policy and Procedures](#) or [Malpractice policy](#).

Pupa Training and Consultancy Services COMPLAINTS FORM

Your Name

Address

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Telephone

Date of incident

Approximate time of incident

Suggestion / Complaint

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?