



THE EMPLOYEE DEVELOPMENT FORUM LTD

Quality Procedure - Complaints

Purpose

To ensure that all complaints are fully investigated to determine the cause, and that effective corrective action to prevent recurrence is taken.

Scope

This procedure applies to all formal complaints received.

Responsibilities

It is the responsibility of the Managing Director to substantiate that a complaint is justified, is fully investigated to determine the cause and to ensure that corrective action to prevent recurrence is taken.

The Managing Director is responsible for making sure follow-up action is taken to ensure that the corrective action has been effective.

It is the responsibility of the Managing Director to inform the Associates of any complaints made and the status of those not yet resolved.

Procedure

All complaints from the customer are fully investigated. This may be received as provider, learner, funding body or employer feedback, or in the form of a formal letter of complaint. If the complaint is received verbally, the complainant should be requested to submit the complaint in writing in order for it to be properly recorded.

All information received regarding formal customer complaints must be passed immediately to the Managing Director

An initial investigation of the complaint may be delegated by the Managing Director to an appropriate member of staff, should it be deemed necessary.

The Managing Director will maintain a Customer Complaint Log and will record details of all complaints received.

The Managing Director will determine the depth of the investigation and the level of the support required.



Following the investigation, the Managing Director will determine the appropriate corrective action required for the successful resolution of the customer complaint.

Where it is necessary to interview personnel or contractors in conjunction with an investigation, the Managing Director will undertake this.

The Managing Director will determine any disciplinary action to be taken as a result of a customer complaint.

Where necessary staff will be informed of the corrective action and/or any amendment made to policies and/or procedures.

The completed report raised by the Managing Director will detail all aspects of the investigation and the necessary corrective action to be taken. Where this is the case, ongoing monitoring will take place to ensure this corrective action is effective.

Confidentiality of all relevant paperwork will be maintained.

An official response answering the complaint will be sent to the complainant and copied to relevant parties where appropriate.

Customer complaint investigation reports and supporting documentation are regarded as Quality Records and shall be retained for a minimum of ten years.

Documentation

Documentation includes:

Customer Complaint Form

Customer Complaint Log

