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| Title: | Customer Complaints | | | Doc No: | Q-PRO-003 |
| Author: | C Barley | | | Rev: | 1 |
| Owner: | S Laugharne | Approved: | S Laugharne | Date: | 04/02/2013 |

1.0 Scope

- 1.1 This procedure outlines the process by which Customer Complaints are processed. All concerns of this nature will be taken seriously by PRP Training and reviewed on a regular basis to ensure customer satisfaction is maintained at all times.

2.0 Responsibility

- 2.1 It is the responsibility of the Quality Assurance department to ensure the day to day running of the complaints system is effectively controlled. Investigators are responsible for ensuring thorough investigation, review and action is taken to resolve any issues and prevent reoccurrence.

3.0 Procedure

- 3.1 What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not, however made, about the standard or delivery of service, the actions or lack of action by PRP Training which affects the learner, employer or any other interested party. A complaint is not a query about a service or a request for information.

- 3.2 How can complaints be made?

A complaint may be received by telephone, in person, in writing, email, fax etc. A complainant might also be represented by a third party. **If a complainant becomes abusive, threatening or harasses staff, communication should cease, and a member of Senior Management informed immediately.**

In all cases complaints should be directed to the General Manager (GM)

The following flow chart outlines the complaints process of which there are 4 key stages -

- Stage 1 - Receiving the complaint (GM)
- Stage 2 - Investigation (Nominated Investigator)
- Stage 3 - Corrective Action (Investigator / GM / QA)
- Stage 4 - Feedback and Review (GM)

Each stage must be recorded fully on the Complaints Report and details logged in the Complaints Register. Complaints will be reviewed on a monthly basis at Quality meetings and at Directors Review.



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