

NITAL

QUALITY MANAGEMENT SYSTEM PROCEDURE

COMPLAINTS PROCEDURE

REFERENCE QMS 9-3

ISSUE 4

DATE OF ISSUE: 15/4/18

OBJECTIVE

To enable the organisation to quality assure complaints to ensure that they are handled in a consistent manner and to evaluate effectiveness of actions, taking into account individual learner needs.

Quality Assured By:

A handwritten signature in black ink on a light blue background. The signature appears to be 'Alan Smith' written in a cursive style.

Quality Manager Alan Smith

NO UNAUTHORISED COPIES TO BE MADE OF THIS DOCUMENT

Additional Copies may be obtained from the Quality Manager

NITAL Quality Management System

QUALITY ASSURANCE

Planning Process

ALL STAFF, LEARNERS AND EMPLOYERS should be aware of the existence of the complaints procedure, and what action they need to take to make use of it.

Definition of a complaint

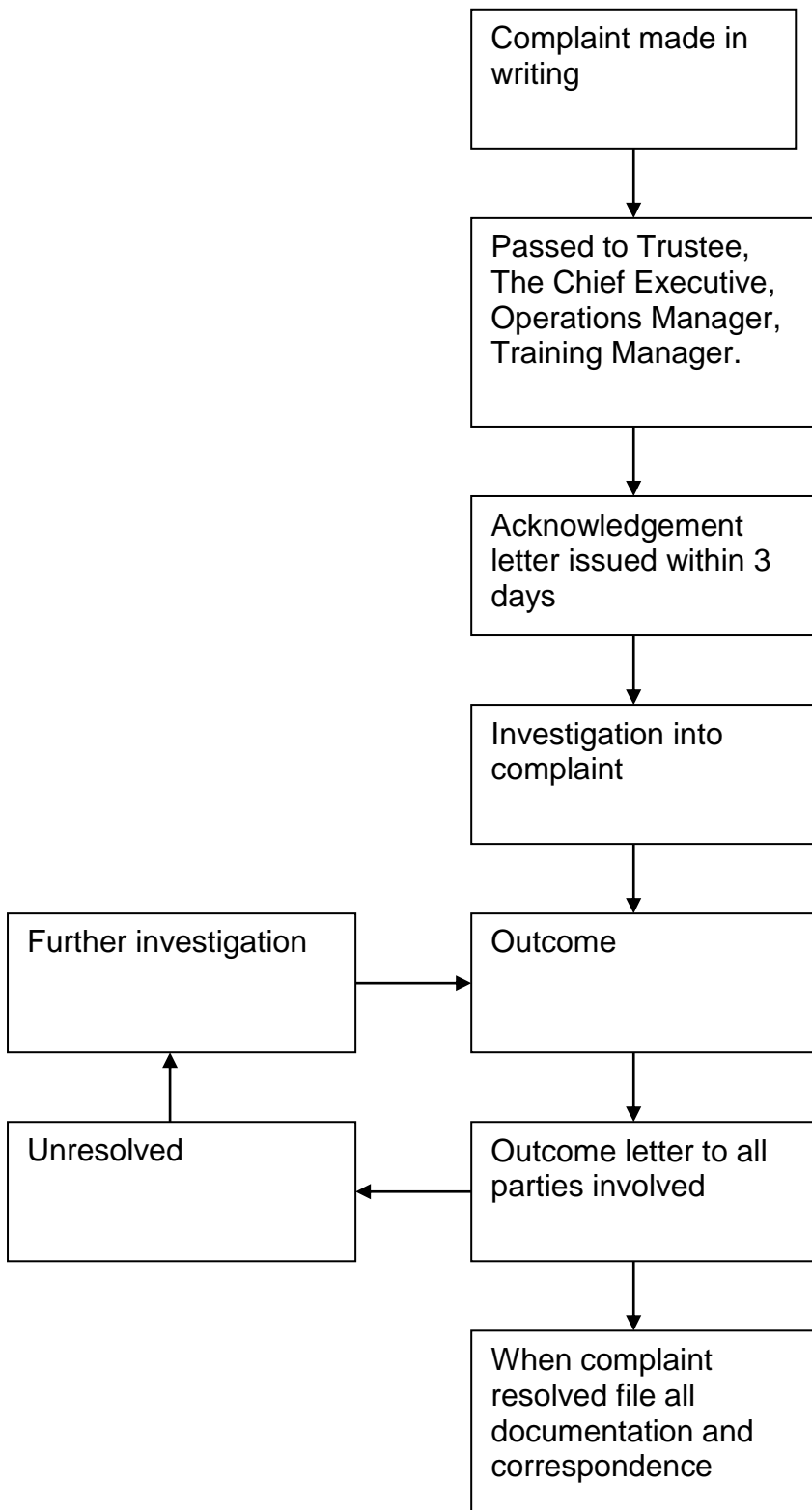
A complaint is considered to be a written or verbal accusation from any third party concerning the products, services or activities of the organisation.

- Formal complaint made in writing is received by either a NITAL Trustee, Chief Executive, Operations Manager or Training Manager.
- Each complaint will be logged onto a customer satisfaction register and a copy of the complaint placed in the customer complaints file.
- If applicable an acknowledgment letter will be sent within 3 working days informing them of the receipt of the complaint and an investigation will be conducted. On completion of any investigation the complainant will also require notification of the outcomes of the findings.
- A designated manager/Trustee will carry out a full investigation into the complaint, interviewing necessary parties involved and gathering information surrounding the complaint. All information will be recorded in the customer satisfaction form. These investigations are required so that full details can be obtained to assist corrective action and eliminate any further reoccurrence
- Any accompanying information regarding the complaint is to be attached to the satisfaction form.
- Once an outcome had been reached a further letter or visit to the complainant will be conducted.
- Once the complainant has been left satisfied then all documentation and correspondence will be filed accordingly. All actions will be signed off on the customer satisfaction report and corresponding date entered onto the register.
- If the complainant is not satisfied with the outcome further investigation will be carried out.
- Please note any complaints regarding the assessment/tutorial process will follow the Appeals Procedure.

Impact Assessment

This process has no negative impact on any group or individual. A further assessment will be carried out on the complaints procedure itself.

PROCESS FLOWCHART



SUPPORTING DOCUMENTATION

- Customer Satisfaction Register
- Customer Satisfaction Form