

CUSTOMER COMPLAINTS

1. Aim

To ensure an effective and consistent means of handling complaints resulting from any aspect of operational activities, which directly or indirectly impact upon the customer, and to provide a means for highlighting internal problems or potential problems which are not covered by the quality system, but which may have a derogatory effect on the level of customer service, professionalism or company reputation.

2. Management Responsibility

The Vice President has overall responsibility for this procedure and for ensuring appropriate management support for this process.

The Regional Operations Directors and Management Teams have responsibility for ensuring that complaints are handled according to this procedure. The Data Admin Manager is responsible for supporting the local Management Teams in identifying and actioning solutions to address local/regional issues and monitoring progress to point of closure.

3. Monitoring and Review

The Vice President and Quality Director have responsibility for reviewing this process and for the provision of information to facilitate the quality improvement process.

4. General Responsibility

All employees are responsible for identifying and communicating customer problems, potential problems or concerns to their immediate line Manager.

5. Method – (refer to attached flow chart)

All complaints received must be referred immediately to the designated local Manager

The Manager shall within 2 working days of receiving the complaint provide acknowledgement of receipt to the complainant.

The Manager shall access the central complaints log, held on the shared drive and complete stage one with details of the complaint and email the Regional Operations Director and Data Admin Manager to inform of notification/registration of the complaint.

Stage One

Compliant/Grievance Source: Employer/learner/other
Complaint Received Via Source: telephone/email/website
Employer/Learner/Other:
Employer Name/ Address/Telephone Number/email
Learner Name/Address, Telephone Number/email
Other Name/Address/Telephone Number/email
Date Complaint/Grievance Received:
Received By:
Initial Response Date:

Procedure Title: CUSTOMER COMPLAINTS

Initial Response By:

Centre/Region:

GPSTL Employee Implicated:

Details of Complaint:

- 5.1 On receipt of notification/registration the Data Admin Manager shall complete and monitor stage 2 of the complaint, allocate the complaint a reference number, determine the nature of the complaint, discuss the complaint with relevant parties and identify the appropriate remedial action to be taken and persons responsible for such action. If any complaint received is outside the remit and/or the authority of the Data Admin Manager and/or is of a nature which may damage the reputation of the company the complaint shall be referred to the Vice President and Quality Director.
- 5.2 It is the responsibility of the Data Admin Manager to monitor that all identified actions are completed within identified timescales and to the satisfaction of the customer. On completion of the identified actions, the Data Admin Manager shall update the central complaints log with the close out details.
- 5.3 On satisfactory closure of the complaint the local Manager shall contact the complainant to inform of subsequent action taken and closure.
- 5.4 If the identified action impacts on local processes, procedures or practices the Vice President and Quality Director shall conduct a review of the relevant operational process in consultation with the SMT and record such action within the appropriate quality improvement/development plan.
- 5.5 Regional Operations Directors shall review the central complaints log with Managers at their 1 to 1 meetings to ensure progress to closure is timely.

6. Documentation

Complaints log

Customer Complaints Process Flow Chart

All complaints received must be referred immediately to the designated local Manager

The Manager shall within 2 working days of receiving the complaint provide an acknowledgement of receipt to the complainant

The Manager shall access the central complaints log, held on the shared drive and complete stage one with details of the complaint and email the Regional Operations Director and Data Admin Manager to inform of notification/registration of the complaint

The Data Admin Manager shall complete and monitor stage two of the complaint, allocate a complaint reference number, determine the nature of the complaint and identify the appropriate remedial action to be taken and persons responsible for such action

Regional Operations Directors shall review the central complaints log with Managers at their 1 to 1 meetings to ensure progress to closure is timely.

The Data Admin Manager shall monitor the timely completion of all actions and update the central complaints log with action taken and close out details

On satisfactory closure of the complaint the local Manager shall contact the complainant to inform of subsequent action taken and closure