

Weir Training Complaints Procedure

1. Purpose

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

2. Scope

- 2.1. This procedure applies to all formal complaints received from a customer.

3. Responsibilities

- 3.1. It is the responsibility of the Senior Team to substantiate that a complaint is justified and is fully investigated to determine the cause and to ensure that corrective action to prevent recurrence is taken.
- 3.2. A Senior Team member is responsible for making sure follow-up action is taken to ensure that the corrective action has been effective.
- 3.3. It is the responsibility of the Senior Team to inform the Directors of any complaints made and the status of those not yet resolved at monthly Senior Leadership meetings.

4. Procedure

- 4.1. All complaints from a customer are fully investigated. Complaints may be received by an Apprentice or via employer feedback, or in the form of a formal letter or by email. If the complaint is received verbally, the complainant will be requested to submit the complaint in writing in order for it to be properly recorded and tracked.
- 4.2. All information received regarding formal customer complaints must be passed immediately to the appropriate member of the Senior Team or to a Director.
- 4.3. The appropriate person will ensure a record of the complaint is produced and maintained until an outcome is achieved.
- 4.4. A Director will determine the depth of the investigation and the level of the support required.
- 4.5. Following the investigation, a Director will determine the appropriate corrective action required for the successful resolution of the customer complaint.
- 4.6. Where it is necessary to interview personnel in conjunction with an investigation, it will be done jointly by their direct line manager and a Director.
- 4.7. A Director will determine any disciplinary action taken as a result of a customer complaint.
- 4.8. Where necessary, staff will be informed of the corrective action and/or any amendment made to policies and/or procedures.
- 4.9. The completed record of complaint 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.

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

4.11. Customer complaint records are regarded as Quality Records and shall be retained for a minimum of ten years.

5. **Documentation**

Documentation includes:

Complaint Records

6. **Definitions and Abbreviations**

None

7. **Attachments**

None

8. **Sponsor**

Directors

End

Authorised for issue:

 

Directors
March 2019