

Quality Procedure Number QP015 - Customer Complaints

1. Purpose

- 1.1 The purpose of this procedure is 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 Head of Curriculum (HoC) 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. The HoC is responsible for making sure follow-up action is taken and to ensure that the corrective action has been effective.
- 3.3. It is the responsibility of the Head of Curriculum to inform the Directors of any complaints made and the status of those not yet resolved as and if necessary.

4. Procedure

- 4.1. 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 are to be passed immediately to the HoC.
- 4.3. The HoC is to ensure a record of the complaint is produced and maintained until an outcome is achieved.
- 4.4. The HoC is to determine the depth of the investigation and the level of the support required.
- 4.5. Following the investigation, the HoC will determine the appropriate corrective action required for the successful resolution of the customer complaint.
- 4.6. Where it is necessary to interview Weir Training Employees in conjunction with an investigation, it is to be conducted jointly, by the Line manager and a Director.
- 4.7. A Director is to determine any disciplinary action taken following the result of a customer complaint.
- 4.8. Where necessary, staff are to be informed of the corrective action and/or any amendments 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. Sponsors

Directors

End

Authorised for issue:



Directors
March 2019