

## Customer Complaint Policy - Quality Process QP015

### 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.
- 2.2. A complaint is defined as an expression of dissatisfaction (oral or written) about the provision of, or failure to provide, a service.

### 3. Process

- 3.1 A complaint can be made via the following:
- Verbally by calling 01932 567626 and asking to speak to the Head of Curriculum
  - Via email to the HoC – [krystel@weirtraining.co.uk](mailto:krystel@weirtraining.co.uk)
  - In writing to: Weir Training Limited, Alpha 319, Chobham Business Centre, Chertsey Road, Chobham, Surrey, GU24 8JB
- 3.2 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.
- 3.3 All information received regarding formal customer complaints are to be passed immediately to the HoC.
- 3.4 We aim to provide written acknowledgement of a complaint within three business days of its receipt.
- 3.5 The HoC is to ensure a record of the complaint is produced and maintained until an outcome is achieved.
- 3.6 The HoC is to determine the depth of the investigation and the level of the support required.
- 3.7 Following the investigation, the HoC will determine the appropriate corrective action required for the successful resolution of the customer complaint.
- 3.8 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.
- 3.9 A Director is to determine any disciplinary action taken following the result of a customer complaint.
- 3.10 Where necessary, staff are to be informed of the corrective action and/or any amendments made to policies and/or procedures.
- 3.11 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.
- 3.12 An official response answering the complaint will be sent to the complainant and copied to relevant parties where appropriate.

- 3.13 Weir Training aim to resolve complaints at the earliest possible stage.
- 3.14 Customer complaint records are regarded as Quality Records and shall be retained for a minimum of five years.

#### 4. **Responsibilities**

- 4.1 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.
- 4.2 The HoC is responsible for making sure follow-up action is taken and to ensure that the corrective action has been effective.
- 4.3 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.

#### 5. **Sponsors**

Directors

**Julie Ridley**  
**Sales**



August 2021

**Sarah Gaines**  
**Operations**



August 2021