



Complaints and Corrective Action Policy

December 2022

Quality Leisure Management Ltd, Unit 6 Blotts Barn, Brooks Road, Raunds, Northamptonshire NN9 6NS

tel: 01451 861084 www.glmconsulting.co.uk

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Purpose

This document sets out Quality Leisure Management Ltd's complaints and corrective action policy and is aimed at our learners and all interested parties who encounter a direct or indirect service from Quality Leisure Management Ltd.

Quality Leisure Management Ltd values the learners who undertake our course and therefore, it is important that should learners feel they have encountered a level of service that is below expectations, that any concerns can be raised immediately so that Quality Leisure Management Ltd may address them and learn lessons appropriate to improving service level expectations.

How should I complain?

Stage 1. Speak to a Quality Leisure Management Ltd member of staff at the earliest opportunity to try to resolve the problem. Ideally by speaking to the person who dealt with your problem initially.

Stage 2. If for any reason they cannot help or you wish to speak to someone else please contact Quality Leisure Management Ltd, Managing Director at leighsimmonds@qlmconsulting.co.uk or on 07836214877. They will acknowledge your feedback by email within 5 working days and depending on the issues raised, will aim to respond within 20 working days.

Where it is not possible to offer a full response within 20 working days you will be notified of the time scaled action plan.

Confidentiality and whistle blowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us. If you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity.

What happens if my complaint is upheld?

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our arrangements and assessment process (if relevant) or arranging for staff training.

In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation indicates a failure in our processes, Quality Leisure Management Ltd will give due consideration to the outcome and will, as appropriate, take actions such as:

- identify any other learner, who has been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure
- take steps to ensure that the failure does not recur in the future
- compensate the learner if the centre has found it has compromised its own terms and conditions that form part of the contract between us and the learner in question.

Purpose

This procedure details the processes we use to ensure that suitable preventive actions are identified, taken, monitored and recorded for provision of services to clients (i.e. proactive actions), and

Suitable corrective actions are taken when:

- A management process is found to have been broken or not fully met
- We receive a formal complaint from a customer that we have not met their needs
- Our service does not match customer requirements (e.g. we arrive at a client premises for a manual handling course but they booked a risk assessment course).

Preventive Actions

Reviews of our processes and systems will be undertaken proactively to seek to identify if and where:

- our services and systems for delivering these may become unfit for purpose
- our services need to be changed to meet changing legal or customer requirements
- our services are vulnerable to failure in meeting client / learner delegate requirements.

We will do this in a variety of ways, to include at least:

- Strategic senior management review
- Operational board meetings
- Staff meetings (2-3 per year)
- Consultant feedback
- Review of training appraisal forms / customer satisfaction discussions etc...

key findings from reviews of the above will be kept, identifying:

- Date
- Client
- Problem
- Root cause
- Preventative / corrective action
- Time frame
- By whom
- Completed

Corrective Actions

Corrective actions are needed when an existing process / system has been found to be not fully effective, or a client reports a formal concern or complaint with a service they have received.

Examples of things that may require corrective action include:

- Consultants not being punctual with time-keeping
- Report of contents being incorrect (technically or factually)
- Consultants speaking / behaving/ dressing inappropriately
- Service provision not being to customer expectation or requirement
- Service provision deviating from what has been agreed with the client.

- A learner on one of our courses has cause for being unhappy with any aspect of our training delivery/package.

Level of Investigation

The level of investigation will depend upon the nature of the non-conformance identified. A Director will decide this. A brief record will be kept on a record sheet, detailing:

- Problem
- Root cause
- Corrective action
- Time frame
- By whom
- Completed

A formal and detailed investigation will occur where the non-conformance may result in;

- an invoice may not be paid / a refund may be sought
- the client may not request further work due to the poor service
- a contract may not be renewed

The investigation will be recorded in the client file and added to the list of customer complaints preventive and corrective action folder titled: 'Client Complaints Record and Preventive and Corrective Action'

Responsibility for Preventive / Corrective Actions

The Directors are responsible for deciding on preventive actions, ensuring they are implemented, and recording the event.

A Director will complete any investigation for corrective action. Where the non-compliance refers to actions or work taken by a Director, the other Director will undertake the investigation.

The corrective action to be taken should be based around those actions necessary to prevent recurrence of the problem, and to keep the client happy. For example, procedures may need to be revised, or further training provided. Additional, complimentary services may be offered by QLM to a client, even where a problem had not been caused by QLM. This will be decided at the discretion of a Director.

Employee Response to investigation findings

Procedure for Response

If an employee feels that a non-compliance or complaint from a client in which they were involved has not been dealt with accurately or fairly, they should advise the Director who undertook the investigation accordingly. The director will review the employee's response and respond. A record of any such response will be kept with the original client complaint.

Procedure for Learner / Trainee Delegate to Make a Complaint

If someone attending a training session delivered by us feels unhappy about any aspect of their training, they should let a Director of the company aware either by email, telephone or in person (depending on circumstances and convenience to the learner). If the nature of the concern relates to

a Director, then the complaint can be made to another Director. Examples of complaints may include:

- Poor delivery by trainer
- Poor handout materials
- Inappropriate use of language by the trainer
- Poor management of other delegates within the group by the trainer
- Learning pace too fast / slow, not suitable

(This list is not exhaustive)

The Director to whom the complaint or concern has been made will treat the issue in a professional and confidential manner, and undertake an internal investigation to identify the relevance, validity etc... where the matter is potentially, serious then it will be formally recorded as described above.

In all circumstances, the person who reported the concern will be given feedback (verbal, in writing or both depending on the circumstances and learner request) regarding the investigation findings.

Signed:



Date:

22 December 2022

Leigh Simmonds BA(Hons) CMIOSH MIIRSM MCIMSPA
Managing Director
Quality Leisure Management Ltd



Chartered Safety and
Health Practitioner



Registered Consultant
Leigh Simmonds
Expires 20/04/2023

Appendix 1

Non-conformance / customer complaint report:			Ref:		
All associated documentation to be copied and attached to this report for reference					
Details of Non Conformance					
Reason given for occurrence					
Immediate Action taken to address					
Root Cause identified following investigation (If not known state: "Not Known")					
Corrective Action to be taken to prevent recurrence					
Date and by whom is Corrective Action to be implemented					
Date:		Responsibility:			
Corrective Action Verification					
I the undersigned have verified today that the Corrective Action has addressed the Non-Conformance identified above and should prevent recurrence in the future.					
Signed:		Name:		Date:	

Appendix 2

Ref:	Root Cause	Corrective Action	Timeframe	Responsibility	Signed