



Title:	Customer Complaints & Concerns Procedure			Doc No:	Q-PRO-003
Author:	C Barley			Rev:	4
Owner:	C Barley	Approved:	Matthew Roberts	Date:	01/08/2018

1.0 Scope

- 1.1 This procedure outlines the process by which Customer Complaints are processed. All concerns of this nature will be taken seriously by PRP Training and reviewed on a regular basis to ensure customer satisfaction is maintained at all times.

2.0 Responsibility

- 2.1 It is the responsibility of the Quality Assurance department to ensure the day to day running of the complaints system is effectively controlled. Investigators are responsible for ensuring thorough investigation, review and action is taken to resolve any issues and prevent reoccurrence.

3.0 Procedure

- 3.1 What is a concern?

A concern can be a worry or anxiety, whether justified or not, which requires the attention of an individual senior to the assessor/tutor/first point of contact for a individual. An individual may choose to escalate their concern to a complaint based on the initial contact with the senior person.

What is a complaint?

A complaint is an expression of dissatisfaction, whether justified or not, however made, about the standard or delivery of service, the actions or lack of action by PRP Training, which affects the learner, employer or any other interested party.

NB – An Appeal against an assessor, IQA or EQA decision is automatically registered as a complaint at PRP Training.

- 3.2 How can concerns and complaints be made?

A concern can be raised either by telephone, in person or in writing to any manager at PRP Training Ltd.

A complaint must be raised in writing within 10 working days of the identification of the issue/assessment-IQA-EQA decision. All complaints should be directed to the Directors.

The following flow chart outlines the complaints process of which there are 4 key stages -



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Stage 1 - Receiving the complaint (must be within 10 days of identification of the issue)

Stage 2 - Investigation (Nominated Investigator – usually Quality Team)

Stage 3 - Corrective Action (Investigator / Quality/ Senior Manager/Director)

Stage 4 - Feedback and Review (Director)

PRP Training aim to complete stage 4 within 10 working days from receipt of the complaint (stage 1).

NB Where delays are unavoidable the Directors will inform the complainant and agreement met to set a date for review.

- 3.3 All complaints are logged onto the complaints register. Complaints are fed back to management at management meetings and in addition to the Consortium during monthly Quality Meetings.

All concerns are noted as “concern” entries attached to the relevant learner on Maytas and tracked through weekly reports. Each stage must be recorded fully on the Complaints Report and details logged in the Complaints Register.

Complaints will be reviewed on a monthly basis at Quality meetings and at Directors Review.



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