

COMPLAINTS & FEEDBACK POLICY

Introduction

Fire Rescue and First Response Ltd is committed to providing a quality service to our Students and Clients.

One of the best ways to know if we are providing a quality service is from the feedback we receive from our Students and Clients.

We need to know if things go wrong so we can identify and correct any mistakes and equally, we like to hear if any of our personnel have gone the extra mile so they can be recognised.

The purpose of this policy is to empower personnel to deal with complaints or feedback on first contact. Complaints will only be elevated when the complainant is not satisfied with the initial response.

Policy Scope/Purpose

This policy applies to Fire Rescue and First Response Ltd and is provided as a best practice to be adhered to when dealing with feedback/complaints from the public.

Process for dealing with complaints

- All Trainers working with our Students and Clients are expected to discuss our feedback process with students when facilitating courses.
- Any person wishing to complain should be given a copy of the feedback form, outlining the process they should use. Ensure the address for response is provided on the back.
- Complaints can be made to anyone at FRFR or directly to the person being complained about, if appropriate, or through the client representative, this could be the course organiser or their training organiser and then, if the complainant is not satisfied, to their manager.
- All managers must record complaints/ feedback and record action taken.
- Any complaints should be referred to the Company Directors, these should be responded to formally in writing and any investigation and response should be completed and the complaint responded to within 14 working days.

Fire Rescue and First Response Ltd

QUALITY MANAGEMENT POLICIES

Company Directors Role

- Where the individual or organisation making the complaint is not satisfied with the outcome from the manager, they may then choose to upscale the issue by writing to the Company Directors.
- The Company Directors will acknowledge the complaint/feedback within three working days and a response will be made within 10 working days of the outcome and action taken.

Outcome of complaints

- All complaints and feedback will be logged. This information will be used to improve our processes where appropriate.
- Improvement actions will be communicated back to the organisation when appropriate.

Process for dealing with positive feedback

- All positive feedback received, will be referred to the Company Directors and employee concerned and may be used for wider recognition.

Accountabilities

All managers are responsible for:

- the application of the processes within this policy
- dealing with any complaints relating to their area of responsibility