	Document Title	Complaints, Praises & Feedback Management		
	Doc. Number	GEN-PRO-002	Doc. Owner	General Manager
	Author	Angela Byrne	Revision	Rev. 03
	Reviewed by	Angela Byrne	Approved by	Fiona Spillane
	Next Review Date	15/05/2024	Approved Date	15/05/2023

1. Policy Statement

Shorcontrol Safety are committed to the development and maintenance of a positive learning environment for all our learners and customers, to the encouragement of communication between both staff and clients on complaints, praises, and feedback of mutual concern, and to ensure that there is a prompt response when or if a complaint is raised.

This policy is an important part of our Quality Assurance mechanisms, providing a forum for complaints to be resolved in accordance with principles of natural justice, fairness, equality and also assisting in the resolution of complaints promptly and fairly.

Our policy is to ensure that all complaints are resolved amicably in so far as possible and to the mutual satisfaction of both the complainant and the respondent. We expect that most complaints or grievances will be resolved at the informal stage. It is recognised that from time to time there may be issues which require more formal arrangements to ensure a satisfactory and effective solution. At Shorcontrol Safety we intend to provide an adequate and reasonable method for the resolution of complaints and grievances.

2. Purpose

The purpose of this procedure is to define how Shorcontrol Safety handle complaints fairly, efficiently, and effectively. Our complaints management procedure is developed to provide the know-how to respond to complaints, praises and feedback in a timely, cost-effective manner, to increase customer satisfaction in our administration processes and provide information that we can use to improve our service quality.

Our objective is to ensure that all complaints are handled sensitively and quickly to enable Shorcontrol Safety to demonstrate:

- Our commitment to clients, learners, and other relevant stakeholders,
- Our commitment to continual improvement and providing the best service possible.


3. Scope

The scope of this procedure applies to all those involved in the provision of products or services on behalf of Shorcontrol Safety but is also open to any client, customer, or registered learner, provided they invoke the procedure within a maximum of 1 month from obtaining relevant product or service.

Shorcontrol Safety management have the ultimate authority to determine whether a particular complaint or grievance is brought forward under this procedure and falls within its remit (a reported grievance may fall under the scope of other policies).

The following are examples of matters which may fall within the scope of this policy:

- Learner grievance in relation to discrimination by the company or its members,
- Learner grievance in relation to the delivery of academic programmes, content, or administrative activities,
- Learner grievances in relation to the professional conduct of members of the academic or commercial staff,
- Client or customer complaints about products or services by Shorcontrol Safety from any process (not limited to training),
- Client or customer complaints about onsite facilities or services offered by Shorcontrol Safety.

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4. Definitions

Term	Definition
Complaint/ Grievance	A spoken or written dissatisfaction of a product or service delivered by us, brought to the attention of the academic or commercial staff, whether justified or not.
Praise/ Compliment	An expression of a high level of service provision and/or customer care received.
Complainant	A client, learner or other person who has presented the complaint or grievance.
Respondent	A member of the academic or commercial staff about whom the complainant has made a complaint or grievance.

5. General Procedure Guidelines


5.1.1 *Learner Grievance and Complaint – Informal Procedure*

- At Shorcontrol Safety we are committed to ensuring that learner grievances are resolved in a cooperative rather than adversarial manner.
- Accordingly, it is expected that the majority of grievances can be resolved at an informal stage through the complainant (learner) first raising their grievance with the respondent (Shorcontrol Safety).
- This can be done in the following approaches:
 - Telephoning the respondent to discuss the grievance.
 - Making or requesting an appointment to see the respondent to discuss the grievance.
 - Writing to or emailing the respondent to outline the grievance.
- The grievance should be raised as soon as possible, normally within 5 working days of the incident that prompted the grievance.
- When outlining their grievance, the complainant should state the time, date, and briefly describe the incident that prompted the grievance.
- The complainant should also clearly outline or explain the outcome that they expect (where possible).
- During the informal stage, every effort should be made on both parts to arrive at a solution.
- When/ If both parties meet in person, they should do so with a view to resolving the matter under mutually agreed conditions, with or without a witness present, as agreed in advance between both parties.
- Shorcontrol Safety recognise that there may be exceptional circumstances in which the complainant considers they cannot approach the respondent directly. In such cases, a representative can be chosen by the complainant to represent them discussing the grievance and seek advice in relation to the steps that may be taken to informally resolve the grievance.
- If the complainant is not satisfied that the grievance was resolved through the informal stage, they may wish to initiate the formal procedure.

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5.1.2 Learner Grievance and Complaint – Formal Procedure

- If the complainant is unable to resolve the issue at the informal stage, they should then submit a Learner Complaint Form directly to the Head of Training & Development in Shorcontrol Safety.
- In the event that the Head of Training & development is not available, the Quality Assurance Manager should be issued the complaint.
- On the Learner Complaint Form, the complainant is required to briefly outline the grievance and to include dates, times, nature of the incident, and any individuals involved.
- The complainant should also clearly outline or explain the outcome that they expect and mention any attempts made to informally resolve the grievance.
- A copy of the Learner Complaint Form will be provided to the individual respondent where applicable.
- The Head of Training & Development shall acknowledge receipt of the complaint within 7 working days of receipt of the submitted form and kick off the investigation.
- The investigation will normally include a meeting with both the respondent and the complainant to discuss the incident in greater detail. A witness for both parties can also be present if requested in advance of the arranged meeting.
- The details of the investigation shall be documented on the Complaints Investigation
- The complainant may request to withdraw the grievance at any stage of the investigation. Approval of the withdrawal will be at the discretion of the Head of Training & Development.
- Following the conclusion of an investigation, the Head of Training & Development makes the decision as to whether or not the complaint should be upheld and whether any action is necessary.
- The precise action to be taken may depend on the circumstances of each case.
- In more severe situations the Head of Training & Development will utilise the support and assistance of the Academic Committee in investigating complaints raised and determining appropriate resolution actions.
- Although no definitive timeline can be determined for investigation of all complaints reported, the Head of Training & Development shall endeavour to conclude the investigation within the fastest possible time frame.
- Following the investigation and conclusion of resolution actions, the Head of Training & Development shall communicate in writing to the relevant parties within 15 working days of investigation closure.
- The decisions and any action taken by the Head of Training & Development at this stage of the process shall be recorded on the Learner Complaint Form.
- A copy of the Learner Complaint Form shall be appended to the written response to all parties, and copies of all original records shall be retained by Training Administration.

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5.1.3 Learner Grievance and Complaint – Appeals Procedure

- If the complainant or respondent are dissatisfied with the decision or action taken from the Formal Complaint process, they can formally appeal the decision in writing to the Academic Committee and/or the General Manager, depending on the nature of the complaint.
- This appeal shall be done within 15 working days of the receipt of investigation resolution actions being received.
- The Committee and/or General Manager as appropriate, will review all the records and reports from the incident including the written appeal within 30 days of receipt.
- Having completed a thorough review the committee and/or GM will make a determination as to whether the original decision should be upheld, overturned, or modified.
- All appeals decisions are final.

Note: Appeals concerning the expulsion of a learner in accordance with Shorcontrol Safety regulations, shall be heard by the respective awarding or governing body.

5.2.1 Customer Complaints – Product & Service Provision

- At Shorcontrol Safety we believe that if a customer wishes to file a complaint or express dissatisfaction, it should be easy for them to do so. It is our policy to receive complaints openly and consider them as an opportunity to learn, adapt and improve our provision of services.
- Quick resolution of complaints, in a way that respects and values the customers feedback is one of the most important factors in recovering the customers confidence about a product or service provided by Shorcontrol Safety. This can also prevent further escalation of the complaint. A responsive, efficient, effective, and fair management of complaints can help us to achieve this.
- Customers can report complaints in a number of formal or informal ways such as verbally, phone call or in writing (via email).
- Complaints may be given to any member of staff that the complainant has been dealing with, e.g., Sales representatives. All complaints received **MUST** be provided to both the General Manager and Quality Health & Safety Manager.
- The QHSM will log the complaint on the Complaints and Praises Register and begin the problem-solving process.
- Upon receiving the complaint in any format, Shorcontrol Safety will acknowledge receipt within 2 working business days.
- Complaints received will be evaluated by risk as High, Medium, and Low and dealt with accordingly by Shorcontrol Safety team. Urgent complaints will be prioritised for communication and closure.
- **Low Risk:** If the member of staff who initially receives a complaint can effectively handle it immediately without requiring help/advice from a member of management they are encouraged to do so. Examples: No soap in bathrooms, lack of flavoured snacks in complimentary tea/coffee stations, etc.
- **Medium:** If the member of staff who initially received a complaint can effectively handle the situation but requires help/advice from a member of management and/or the complaint was


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received formally in writing or by telephone. Examples: Received faulty goods, received wrong order, late orders, poor customer service and the customer has made a point to write an email or ring a member of staff to file complaint.

- **High:** If the member of staff who initially received the complaint cannot effectively handle the situation with the help of their supervisor and requires that a member of management address and remediate the complaint/situation. Examples: Unacceptable behaviour of tutor or staff, complaints related to safety, complaints where client is suspending use of Shorcontrol Safety.
- All complaints will be reviewed with an aim to determine root cause by consensus, as well as an agreement as to whether the remediating actions taken by Shorcontrol Safety were appropriate and effective; as well as whether different actions should take place if the complaint occurs again in the future.
- Management is to propose a corrective action for mitigating or eliminating the complaint from occurring again in the future.
- Each corrective action should have a member of staff or management assigned to it, along with a feasible target date for completion of the action.
- Some complaints may have multiple corrective actions, assigned individuals, and target completion dates.
- Whenever a member of management either communicates directly with a client and/or resolves the complaint, they are to inform the sales representative and/or any other employees who directly handle or communicate with that client, of what actions have occurred.
- They are to inform them of what actions have been taken as well as any other relevant pertinent information to allow that employee to retain or improve the relations between themselves and the client.
- The Complaint Register must be updated for a Close Date after an action has been performed.
- Where reasonably practicable, we aim to resolve complaints within 5 to 10 working days from receipt of complaint. More complex issues may take longer to resolve.
- In all cases, the complainant shall be communicated of the current status of the complaint and the actions being taken by Shorcontrol Safety to correct and negate the issue.

5.2.2 Customer Praises – Product & Service Provision

- Praises are often expressed to staff for the high-quality provision of service by Shorcontrol Safety and/or its employees or representatives.
- All praises are to be communicated to both the General Manager and the QHSM.
- QHSM will log the praise on the Praises Register accordingly.
- The GM will communicate the received praise to the relevant member of staff or team to which the praise was issued for.
- Acknowledgement of praise received shall be sent within 3 working days to customer/client/learner.

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- Praises and feedback that warrants a response from the GM will be replied to within 10 working days.
- Praises and feedback may be communicated internally via email, verbally, phone call or posting on the company website etc.

5.2.3 Complaints & Praises Register


- Any complaint or grievance in relation to Shorcontrol Safety and any of its functions must be recorded in the company's Complaints Register.
- The register shall be filled out with as much detail as is available concerning the complaint by the QHSM.
- Any praise received by Shorcontrol Safety should be submitted into the Praises Register (i.e., emails, telephone calls, etc.). Feedback and praises received by learner and tutor feedback forms may be omitted from submission from the Praises Register as this feedback is already collected and analysed on JotForm.
- Praises may be submitted into the Praises Register either by the member of staff who originally received the praise, the staff member's supervisor, or any other member of management.
- Management will review the Complaints and Praises Register as part of the regularly scheduled Quality, Health & Safety Meetings.
- The QHSM will report all submitted complaints and praises received within the quarter which will be made available for review by the Academic Committee, and/or the Board of Directors.

6. Responsibilities

Employee Title/Classification	Responsibility
Directors, Top Management, Senior Management & Committee Members	To ensure the necessary resources are available within the organisation for the implementation of this policy. To ensure the contents of this policy are implemented effectively. To investigate and act upon any breaches or violations which may arise or be reported in relation to this policy.
Employees/ Staff/ Instructors/ Sub-contractors	To adhere to the requirements set out in this policy. To report any breaches or violation of this policy to top/senior management for investigation and resolution.

7. Enforcement

Employee Title/Classification	Responsibility
General Manager	Has the discretion of determining the repercussion on the discovery of any member of staff, tutors, managers, visitors, or subcontractor's unacceptable behaviour related to this policy. Has the discretion of determining the repercussions on the discovery of a manager or assigned responsible personnel's failure to enforce or follow this policy or its procedures.

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Managers and Heads of Departments

Has the discretion of determining the repercussions on the discovery of any subordinate or learner's unacceptable behaviour related to this policy.

8. Related Information and Documents

Document ID	Title
GEN-FM-006	Complaints and Praises Register
GEN-FM-008	Complaint Investigation Form
GEN-FM-007	Complaint Form

9. Procedure Review

This procedure shall be reviewed when:

- There is a change of General Manager at Shorcontrol Safety.
- There is a change in any of the related policies or procedures found in section 8. '*Related Information & Documentation*' of this document.
- As prescribed in Shorcontrol Safety's policy and procedure review schedule.
- As determined or requested by the General Manager at Shorcontrol Safety.

Revision Date	Author with Title	Description
15/04/2019	John Kelly; Head of Training & Development	First draft developed and released.
15/04/2022	Adam Romans: Quality coordinator	
15/05/2023	Angela Byrne; QHSM	Redraft and release of procedure.