



COMPLAINT POLICY

The purpose of this policy is to provide IITME customers with a consistent set of principles for the procedure of making and registering a complaint and making suggestions for Improvement.

Procedure

1. Customers may initially make a complaint verbally to any member of staff. They will then be referred to their line manager as follows:

- a. All training related issues to either the Training Manager (TM) or Assessment Manager (AM).
- b. All vehicle inspection issues to the Inspection Coordinator.

2. The customer will then be encouraged to voice his/her complaint and discuss the circumstances around the issues they have.

3. If the client is still unhappy and would like to make a complaint, they must complete (IITME-OPR-F21-Customer Complaint Form) or write an email, regardless of the type of issue.

4. The completed complaints form or email will be received by the TM/AM, who will sign this and register it on the tracking system.

5. The TM/AM will review the complaint and start an official investigation, this may involve the following:

- a. Interviewing staff members,
- b. Reviewing the cameras, booking documentation and course paperwork,
- c. Inspections equipment's, training/inspection areas.

6. Once the investigation is completed, the findings must be documented and an action plan raised, highlighting any areas for improvement, including the issuing of corrective counselling documents and or warning letters where necessary.

7. TM/AM must ensure that all actions are completed in a timely manner.

8. An email must be sent to the client informing them of the findings and actions to be taken.

9. The tracking system must be completed and closed.

Risk Identification Report

- For time to time our clients and delegates may notice areas in our practices which could be improved. IITME welcomes all customer feedback and support in improving our services. When such circumstances arise the customer/delegate should be encouraged to complete the provided form. This policy shall be reviewed annually.