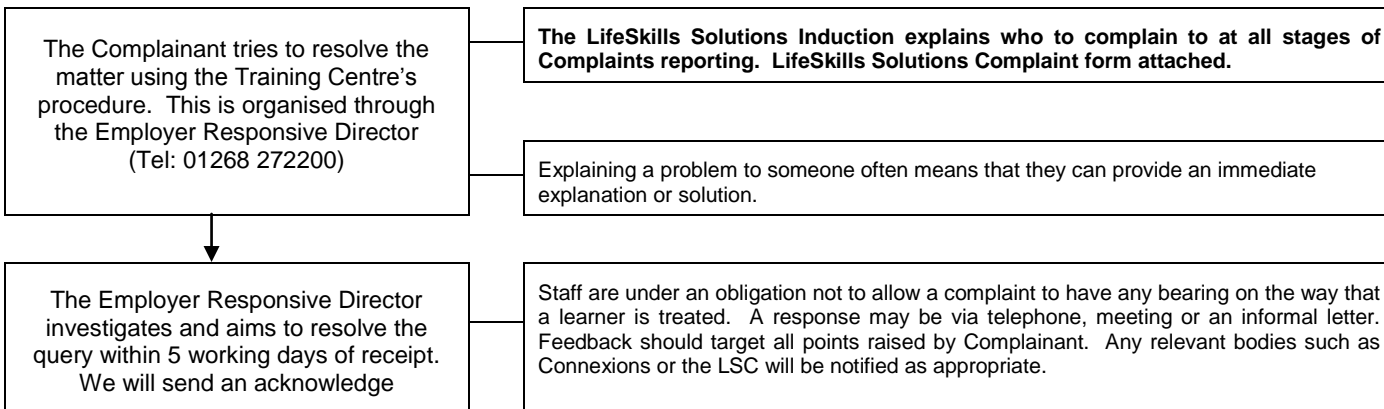




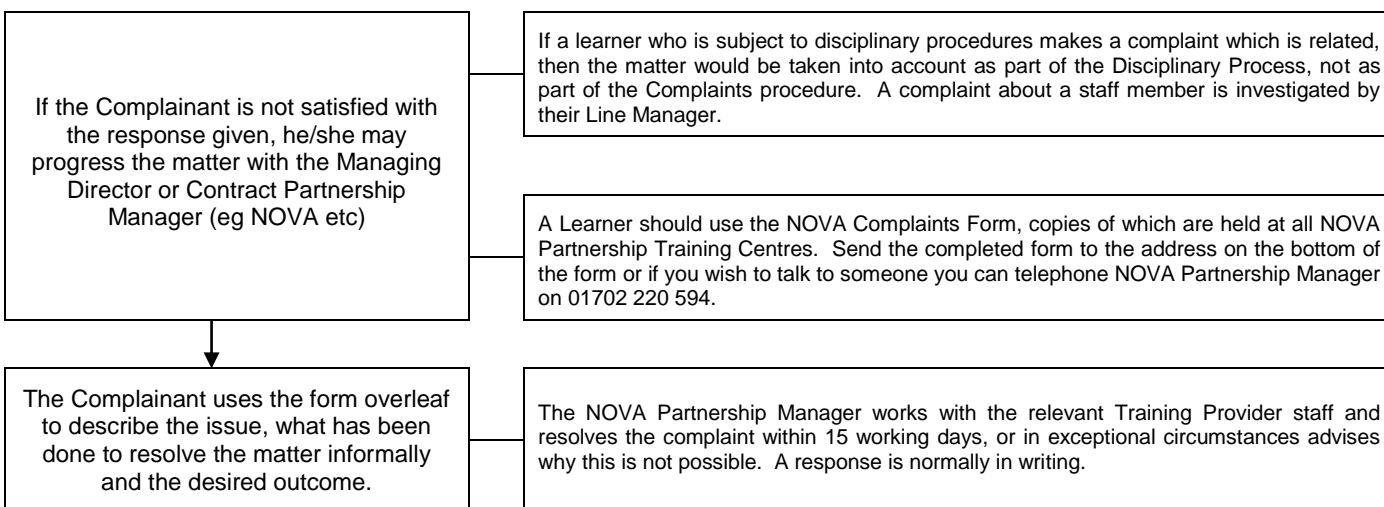
COMPLAINTS PROCEDURE

LifeSkills Solutions is committed to providing high quality services for our learners, employers and the community in general; we welcome any feedback to help us improve Quality. The term Complainant is used to define a person who complains throughout this document. This procedure operates within the LifeSkills Solutions and NOVA Equality and Diversity Policy, therefore a male or female may be specifically requested to assist with the resolution of Complaints.

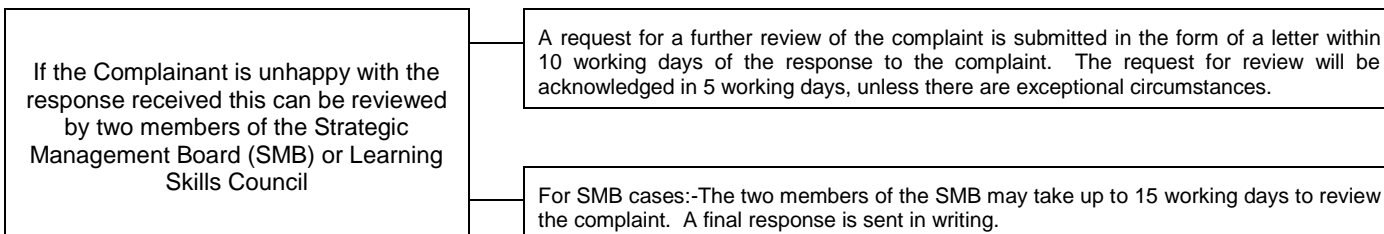
STAGE 1 (with LifeSkills Solutions)



STAGE 2 (with NOVA)



STAGE 3 (final stage)



QUALITY MANAGEMENT

Stage 1: Complaints received are given a unique reference, logged and a summary reported annually.

Stage 2 and 3: The NOVA Partnership retains a copy of all Complaints received.

Analysis: Complaints are analysed annually via Self Assessment, opportunities for quality improvements are discussed regularly. Information in relation to complaints are stored and processed in line with the Data Protection Act 1988.



COMPLAINT FORM

Company Name		Contact Name	
Address		Town	
County	Postal Code	Phone	Date Raised
E-mail @			

Nature of Complaint:

Immediate Action Taken:

Corrective and Preventative Action:

Is Employer Satisfied with the result? Yes No
Employer comments _____

Any further action required?

Follow up in 3 months to ensure effectiveness

Customer (Signature)

Lifeskills (Signature)

Customer Name

Date Completed