

CUSTOMER FEEDBACK

Purpose of this procedure

This procedure is for customers and employees of HSF Training Ltd.. The purpose of this procedure is to detail how the company deals with feedback from its customers. This procedure explains:

How customers can report their feedback

How the company deals with this feedback

What timescales are involved with communicating feedback responses

How the company learns from the feedback received

What is Customer Feedback?

The company labels all feedback received from users of the service as customer feedback. We categorise all feedback as being a compliment, comment or complaint.

How do our Customers give us feedback?

Telephone: 01914920550

By post: Directors, HSF Training Ltd. Pinetree Centre, Durham Road, Birtley, Co. Durham, DH3 2TD

By e-mail: enquiries@hsftraining.co.uk or direct from the website
: www.hsftraining.co.uk

Via completion of post event evaluation forms

What happens when we receive feedback?

All feedback is categorized as a compliment, complaint or comment

All feedback requiring action is delegated to relevant personnel within 48 hours of receipt

What happens when we receive a compliment, complaint or comment?

For compliments and comments the customer will receive an acknowledgement letter specifying to whom the feedback has been directed and thanking them for their comments. The customer may receive further communication from the relevant personnel depending upon the matter.

Staff are encouraged to resolve complaints on the spot to the satisfaction of the complainant. The complaint procedure should be implemented where this is not possible, or where the complainant requests this to be followed

GRIEVANCE PROCEDURE

It is important that any contractor, employee, associate or trainee (delegate or candidate) who feels dissatisfied with any matter relating to his/her work/training should have immediate means by which such grievance can be aired and resolved. HSF Training Ltd. is committed to addressing such issues at the earliest possible opportunity to prevent minor misunderstandings developing into major issues.

The following steps should be implemented:

1. Raise the matter initially with the trainer that you are in direct contact with verbally, explaining the full nature and extent of the grievance. The trainer shall document this meeting. All parties must sign and document this record you may, if you so wish, ask a colleague/other trainee to accompany you to help clarify the details of the grievance
2. Please put the complaint regarding HSF Training Ltd. in writing to Sue Cresswell at Northumbria Larder and at the first reasonable and mutually convenient opportunity within five working days, shall be set aside to discuss the grievance with you to resolve the issue.
3. If a resolution of the grievance is not achievable through this route, the matter will be referred to your employer (if you are employed), Sandy Duncan at Northumbria Larder, a senior representative of HSF Training Ltd. and if appropriate an Awarding Body, in line with their Grievance Procedures.

Equal Opportunity Policy

HSF Training Ltd. is committed to a positive equal opportunities policy. The company will endeavour to promote equal opportunities within its own workplace and within the learning and working environment for adult learners.

HSF Training Ltd. believes that individuals should be enabled to achieve their full potential in a learning environment and to this end will promote:

- ◆ Mutual respect
- ◆ Equality of access
- ◆ The removal of barriers to learning because of prejudice or discrimination
- ◆ Open and frank discussions where individuals can share a diversity of views, perspectives, values and issues, but opposition to, and eradication of, unfair barriers and discrimination
- ◆ Transparency of company policies and procedures

DATA PROTECTION POLICY

HSF Training Ltd aim to adhere to the principles of the Data Protection Act 1998.

The Main aim of the Data Protection Act is to protect individuals' rights to privacy and to ensure they have access to information held about them and can correct it. It also protects against excessive and unreasonable retention of data.

The Data protection Act has eight central principles:

1. Personal data shall be processed fairly and lawfully and in particular, shall not be processed until at least one of the processing conditions is met:
2. Personal data shall be obtained only for one or more specified and lawful purposes, and shall not be further processed in any manner incompatible with that purpose or those purposes
3. Personal data shall be adequate, relevant, not excessive in relation to the purpose or purposes for which they are processed
4. Personal data shall be accurate and where necessary kept up to date
5. Personal data processed for any purpose shall not be kept for longer than is necessary for that purpose or those purposes
6. Personal data shall be processed in accordance with the rights of data subjects under this Act
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction, or damage to, personal data
8. Personal data shall not be transferred to a country or territory outside the European Economic Area unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data

ENVIRONMENTAL CONSIDERATIONS

Wherever feasible, we will utilize green products, such as recycled paper, printer cartridges etc.

We try to ensure all of our handouts are double sided and where possible paperless systems will be in place. HSF LTD. and its representatives will promote good practice in relation to environmental considerations in training to ensure that the sector continues to make significant contributions to sustainable development. Good practices will be encouraged and their benefits promoted to all our trainers/employees and course attendees.



We are committed to ensuring your training experience with us is enjoyable, informative and appropriate. This leaflet provides information regarding equal opportunities, health and safety, data protection and Grievance procedures. If you need any further information please consult your tutor or contact us by telephone, e-mail or letter using the contact details overleaf

HEALTH & SAFETY GENERAL POLICY STATEMENT OF INTENT

Our policy is to provide and maintain safe and healthy working conditions for all our Associate Trainers/Employees, providing them with suitable and sufficient conditions, equipment, training, information, supervision and safe systems of work as they need to perform all our work activities.

We also accept our responsibilities for the health and safety of our students and other persons not employed by ourselves who may be affected by our work activities. We will ensure that adequate employers and public liabilities insurance will be in place at all times and that a minimum indemnity limit of £10,000,000 will be in place for employer liability and £5,000,000 for public liability.

Where required all risks will be assessed and all Associate Trainers/Employees or trainee who may be affected will be made aware of the level of risk involved. All actions shown to be necessary to eliminate or reduce risk will be implemented.

Any work activities that may endanger the health of any Associate Trainer/Employee/trainee will be monitored and where necessary arrangements will be made for their health surveillance.

The responsibilities and duties of management and particular arrangements for health and safety are clearly defined.

We will minimise the risk created by our work activities and organise ourselves in a way which will secure involvement and participation at all levels, measuring performance against our pre-determined standards. Our commitment to this policy will assist us to develop a positive health and safety culture.

Our policy will be reviewed each year and if required amended to meet any changes to our business or nature of work.