



COLEAD


COMPLAINTS MANAGEMENT POLICY

Version number: 0.1

DOC_021_CIM





	COLEAD's Complaints Management Policy			DOC_021_CIM			
				0	V 0.1	EN	2/6
	Crea: 21/03/2022	Rev: 28/02/24	Applicable:	Referenced document			

INTRODUCTION

As a professional association, COLEAD is committed to the continuous improvement of its services and the satisfaction of its partners-beneficiaries.

However, even with the desire to deliver effective services, problems may arise and complaints may be made. These require prompt and effective corrective action by COLEAD and it is important that partner-beneficiaries, learners and all relevant stakeholders have an opportunity to voice their grievances.

This is confirmed in particular by the quality approach taken to COLEAD's Training Management System (TMS).

Indeed, in its Quality Policy, COLEAD is committed to promoting the best possible quality of its training services and to continuously improving the satisfaction of learners and other interested parties. The complaints handling process is directly linked to the satisfaction of learners and other interested parties. It is one of the key elements of TMS's performance as this feedback can contribute to the improvement of COLEAD's training services.

PRINCIPLES FOR HANDLING A COMPLAINT

Definitions

A **complaint** is defined as a statement made in writing or by any traceable means, seeking to enforce a right or to complain something owed. A complaint is the act by which any stakeholder expresses dissatisfaction with the service proposed or provided by COLEAD.

A request for a service or benefit, a request for information or clarification, or a request for advice, **is not a complaint**.

Complaining is a right

A complaint is an opportunity to learn from mistakes. The complainant should be considered as a partner and not as an adversary. Staff are assigned to record each complaint and deal with it according to its urgency.

The complaints system is accessible and free of charge.



COLEAD is open to all complaints

Every complaint is taken seriously and with respect for the person making it.

Every complaint received is recorded and dealt with in a reasonable and timely manner. Measures to deal with them are put in place quickly.

Every complaint analysed and processed will be used to improve the TMS and all COLEAD services.

HANDLING A COMPLAINT

Where to send a complaint

The complainant is invited to formalize his or her dissatisfaction using the **form provided**. The complaint form is available online on the COLEAD website, in the "Contact us" section: (<https://www.colead.link/contact>).

Using the online form is the most reliable and effective way to send a complaint to COLEAD.

In the exceptional case where the complainant cannot access the online form, the complaint can be made on paper and sent to COLEAD by post to the following address

COLEAD

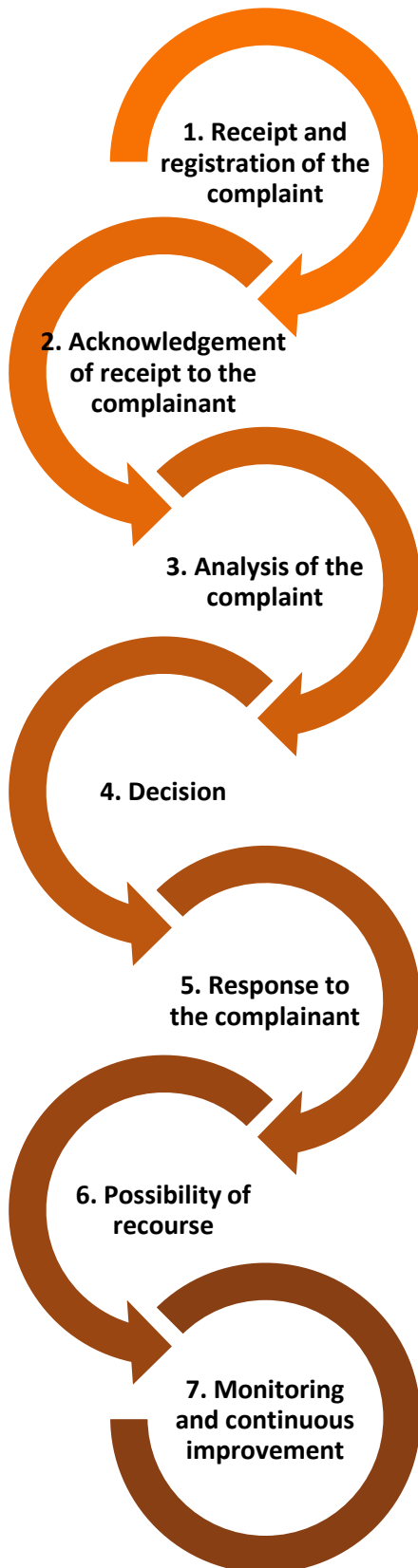
Silversquare Triomphe 15/23,
Av. Arnaud Fraiteur,
1050 Brussels
Belgium

In all cases, a complaint must include at the least:

- Name and surname of the person submitting the complaint (the complainant)
- Complainant's e-mail address
- Postal address (if sent by post)
- Name of the organism to which the person belongs (if relevant)
- Reference of the activity, service or field concerned by the complaint
- Reason(s) for complaint



Steps in handling a complaint



1. The complaints manager **receives and records the complaint**. To enable the complaint to be processed properly, it is essential to have all the information required: the manager checks that the complaint is complete and gives it a unique reference.

2. **An acknowledgement of receipt** is sent to the complainant, within 10 working days, unless the response is made in the meantime.

This acknowledgement of receipt shall specify the reference of the complaint and the person in charge of handling the complaint.

3. The complaints handler begins to **process the complaint to provide an appropriate response as soon as possible**. He/she organises the analysis of the causes and identifies immediate and/or corrective actions. He/she may involve other departments or Top Management in order to resolve the problem.

4. At the end of the analysis, one or more **solutions** are proposed and validated.

5. The complainant is **informed of** the decision taken or action proposed in response to his/her complaint.

If the complainant accepts the proposed solution, the complaint is closed, and the solution implemented.

The complaints manager supervises to ensure that the complainant is **satisfied**.

6. If the complainant is not satisfied with the response, he or she is entitled to give reasons for their disagreement. The complaint then remains "open" and if possible, an **alternative** solution is proposed.

7. The complaints manager implements corrective actions, in collaboration with the Quality Manager.



Privacy

Unless the complainant disagrees in advance and in writing, all complaints are kept confidential. The confidentiality of personal data is respected, and the entire complaints procedure complies with the legal provisions (in Europe, GDPR regulation).

CONTINUOUS IMPROVEMENT

According to the theory of continuous improvement, the complaints submitted should have a positive impact on the functioning of COLEAD's services and in particular, its TMS. This is a way to achieve sustainable quality improvement.

How? :

- **All complaints received are analysed:** Each complaint is unique. Each of these contributions is assessed in terms of its content and the intention of the complainant. This makes it possible to recognise the different types of complaints, and to define the level of priority in order to be able to take the necessary action.
- In order to ensure that **the improvement also covers the handling of complaints**, this is also regularly evaluated and monitored to avoid any negative implication.
- More generally, **complaints are a source of data for the continuous improvement of COLEAD's services and in particular of its TMS**. The data is therefore used to identify ways of improving the quality of the services provided by COLEAD.



GROWING PEOPLE

COLEAD

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