

MOTIVA *Training*

Feedback Procedure

Revision 1.1

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TABLE OF CONTENTS

Page

1.0	SCOPE AND FIELD OF APPLICATION	3
2.0	PRINCIPLES OF APPLICATION	3
3.0	NORMATIVE REFERENCES	3
4.0	PROCEDURE FOR COMPLAINTS AND COMPLIMENTS.....	4
4.1	Process Flow for Complaints and Compliments.....	4
4.2	Receive Complaint and Compliment Feedback	4
4.3	Action upon Receipt of Complaints and Compliments	5
4.4	Investigation of Complaints	6
4.5	Closure of the Complaint.....	6

1.0 SCOPE AND FIELD OF APPLICATION

- 1.1 This procedure covers the receipt, recording and any necessary resolutions resulting from all feedback received by MOTIVA Training and its Business Units. While each Business Unit may implement this procedure the manner most appropriate for their facilities, its basic tenets apply in all cases.

2.0 PRINCIPLES OF APPLICATION

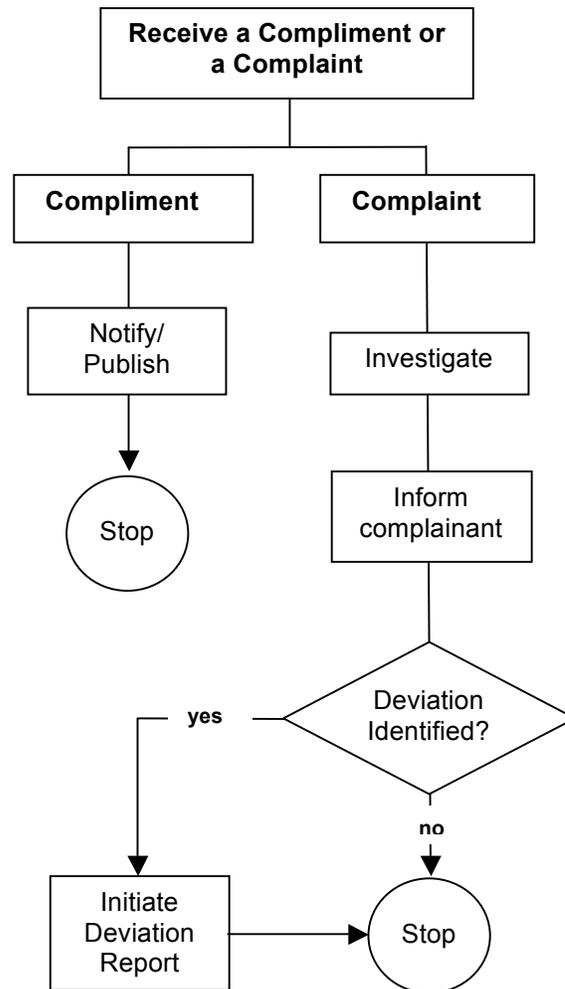
- 2.1 **Universal Application:** MOTIVA Training encourages individual and broad input concerning improvements to the delivery of its services. This feedback is monitored by quality personnel and reported to top management as part of periodic management system reporting and review.
- 2.2 **Transparency:** MOTIVA Training logs all feedback it receives. This includes feedback that expresses either satisfaction or dissatisfaction. Any feedback that requests MOTIVA Training to reconsider a decision resulting from the activities of an accredited inspection body is dealt with as an appeal. Records of feedback, complaints, and appeals are maintained in the logs/databases established for the purpose. Authorised personnel can access them for the purposes of facilitating the decisions on all of these types of feedback by the appropriate level of authority within the business.
- 2.3 **Responsiveness.** MOTIVA Training responds to all feedback in a timely manner.
- 2.4 **Systematic Approach.** MOTIVA Training deals with complaints and appeals in congruent but separate approaches, each appropriate to the feedback that has been received. These approaches are described below and, while open to scrutiny, follow well-established procedures in arriving at an appropriate decision.
- 2.5 **Independence of Investigation and Adjudication:** Where appropriate, MOTIVA Training investigates complaints with persons independent of the process or decision that is the subject of the complaint. All appeals are reviewed by the Principal.
- 2.6 **Confidentiality.** MOTIVA Training treats as confidential, all information received in the form of a compliment, or complaint.

3.0 NORMATIVE REFERENCES

- 3.1 MOTIVA Quality Manual.
- 3.2 ISO/IEC 17000 – Conformity assessment — Vocabulary and general principles
- 3.3 ISO/PAS 17003 – Conformity assessment — Complaints and appeals — Principles and requirements

4.0 PROCEDURE FOR COMPLAINTS AND COMPLIMENTS

4.1 Process Flow for Complaints and Compliments



4.2 Receive Complaint and Compliment Feedback

4.2.1 MOTIVA Training receives feedback from all sources regarding all aspects of MOTIVA Training operations. The following feedback mechanisms are used within MOTIVA Training:

4.2.2 Training Feedback

4.2.2.1 The Facilitator Evaluation Form (F01) is the standard form for soliciting training participant feedback. It is published on MOTIVA Training’s web pages at http://motiva-training.com/images/stories/F01_-_Facilitator_Evaluation_Form.pdf.

4.2.2.2 All facilitator evaluations are analysed and responses to comments published online for customer review.

4.2.3 Receiving Feedback Online, via Telephone, or other Methods

4.2.3.1 All other types of complaint or compliment feedback are received either online (<http://motiva-training.com/index.php/contact-us/user-feedback>) or from other communications. These are recorded using the MOTIVA Feedback Form (F03) and then logged into the MOTIVA Feedback Log (F04) or database. These records are maintained by the Quality Manager.

4.3 Action upon Receipt of Complaints and Compliments

4.3.1 Receiving Complimentary Feedback

4.3.1.1 Compliments are forwarded to the Quality Manager for recording and logging. The information in it is kept confidential to safeguard the identity of the compliment recipient and the originator.

4.3.1.2 If both the originator and the compliment recipient agree, the compliment may be published using an appropriate format within MOTIVA Training, such as a group meeting, a memo to all staff, or on the MOTIVA website. If either the originator or the compliment recipient indicates any reticence to such publication, only the managers involved will be informed.

4.3.1.3 Any actions taken are recorded in the appropriate log or database. These records are maintained by the Quality Manager.

4.3.2 Receiving Complaint Feedback

4.3.2.1 Complaints received by MOTIVA Training are an indication that a problem may exist which has been perceived only from the outside. The actual problem may not be the one noted in the complaint, but acceptance of an outsider's perception of a problem goes a long way to finding good and enduring solutions.

4.3.2.2 In general, complaints include written communication expressing dissatisfaction with a MOTIVA Training policy, procedure, conduct, or some similar aspect of the operation of a MOTIVA Training partner.

4.3.2.3 Complaints can arrive with or without documentation to substantiate the facts of the complaint, such as a deviation, or other documented departure from specification. Staff should try to immediately resolve complaints from all sources to the satisfaction of the complainant if possible.

4.3.3 Receiving Significant Complaints

4.3.3.1 Significant complaints are those that are deemed to adversely affect the public image of MOTIVA Training or call into question, the integrity or credibility of MOTIVA Training work. In the event of a significant complaint:

- Staff reports them immediately to the Principal, whether or not they are able to solve the complaint immediately.
- The complaint is recorded.

4.3.4 Recording Complaints and Compliments

4.3.4.1 All feedback records include, as a minimum, the following information:

- date of the complaint or compliment,
- identification of the originator of the feedback,
- description of the issue,
- the name of the MOTIVA Training employee who received the feedback

4.4 Investigation of Complaints

- 4.4.1 The Quality Manager assigns the investigation to an appropriate staff member or manager. If an appropriate staff member cannot be identified from the ownership of the process affected by the complaint, it is assigned to the Principal.
- 4.4.2 The investigation is to determine the validity of the complaint, by comparing the situation surrounding the complaint to published specifications, policies, and procedures. This investigation is only to determine the **validity** of the complaint. The investigator will normally acquire information to establish the facts surrounding the complaint. This may include making inquiries to the complainant, querying the person or company that is the object of the complaint, or obtaining information from other sources without revealing the source of complaint or the identity of the organisation or person named as the object of the complaint.
- 4.4.3 Investigation of a complaint consists **solely** of comparing requirements to actual events. The only requirements that can be compared to actual events are those published MOTIVA Training requirements that affect the required conduct of the organisation or person named as the object of the complaint. **Unpublished procedures and policies do not apply.**
- 4.4.4 From this comparison, the investigator is able to definitively establish whether the facts substantiate the complaint.
- 4.4.5 Any complaint that identifies a situation that does not conform to published specification may be deemed **valid** and the resulting deviation is identified and treated as per Q05: Continual Improvement. Conversely, a complaint that identifies a situation that does conform to published specification may be deemed **invalid** and the complainant so informed.

4.4.6 Matters for consideration during investigation

- 4.4.6.1 The staff member or manager investigating the complaint should also take account of the following during the investigation and resolution. If the answer to any of the questions below is "yes", a deviation must be identified and initiated as per Q05: Continual Improvement.
- Is there an effect on the technical validity of MOTIVA Training work?
 - Might other client's work be affected?
 - Might other types of work be affected by the same problem?
 - Can remedial action be taken to rectify the problem?
 - Is a client specification involved?
 - Is there a need to repeat the contract review for the affected projects?
 - Does work need to be stopped pending investigation?

4.5 Closure of the Complaint

- 4.5.1 Once the validity of the complaint has been determined, the complaint is CLOSED and the complainant is notified of the results of the complaint investigation. If the complaint has been deemed valid, the complainant may be so notified and indication that MOTIVA Training has raised a deviation to address the situation may be provided.
- 4.5.2 Under normal circumstances, complainants are not informed about the actions taken to address deviations under Q05. This may be affected by the requirements of authorities having jurisdiction and other regulatory agencies.
- 4.5.3 The Quality Manager maintains records of complaints and their resolution.