

Client and Employee Satisfaction

Purpose

GoodStart Training College is aware that the success of its operations depends on understanding and satisfying the current and future needs, expectations and value of present and potential clients, as well as understanding and considering the GoodStart Childcare Limited employees.

Scope

This procedure ensures that all internal and external quality concerns are investigated to enhance and improve the quality and efficiency of our operations and quality system processes.

Procedure

GoodStart Training College considers the measurement of client satisfaction vital for the evaluation of its performance to meet client requirements and strive to exceed client expectations. Therefore, all staff members have the authority to use an Opportunity for Improvement Report Form to report internal/external client feedback and any quality concerns. An Incident Log Form is used to register all incidents/reports and to record the date they are resolved.

Once the action request is noted, the documentation is passed onto college management and/or relevant staff members who are responsible for the particular area of concern. They are required to address the incident, and decide on the appropriate corrective/preventative action, ensuring the incident is resolved and/or improvements are implemented. If the incident is unable to be resolved, the matter is dealt with under GoodStart Training College's Complaints Procedure.

College management is responsible for advising clients and/or initiator of outcome and if applicable, integrating actions into the quality assurance system.

Completed Forms and the Incident Log are quality records and filed in the Opportunity for Improvement Reports Folder held by college management.

