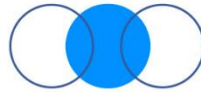


Code	CSP.001
Title	Client Satisfaction Procedure
Status	Active
Prepared by	Stuart Hanson
Approved by	Andrew Buckingham
Date Approved	09.11.17
Revision Number	Version 1.0
Date last amended	09.11.17
Date of next review	09.11.19
Contact Officer	Stuart Hanson
Distribution Status	Controlled



CLIENT SATISFACTION PROCEDURE

Overview

Purpose

The purpose of this procedure is to gauge customer satisfaction following engaging with the service.

Pre-Conditions

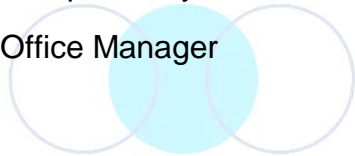
- MIAM/mediation has been delivered to client.
- Information learned from the surveys has been compiled.

Post-Conditions

- Archive documentation/results.

Completed by

Office Manager



DIRECT MEDIATION
SERVICES

Necessary Participants

- Clients attending MIAMs and mediation

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Procedure

Short Survey

1. Within 1 week of the MIAM/mediation session, send the Customer Satisfaction Survey to service users.
2. When responses are received, review to include any issues or suggestions in complied responses document.
3. Forward the response to the Office Manager for analysis and input into Continuous Improvement Plan.

Longer Survey

1. Within 2 weeks of the end of mediation, send the Customer Satisfaction to the service users.
2. When responses are received, review to include any issues or suggestions in complied responses document.
3. Forward the response to the Office Manager for analysis and input into Continuous Improvement Plan.

Overall results of the Client feedback surveys will be collated and processed by the Office Manager to produce an annual report, in order to more closely identify trends and give an overall picture of the level of service delivered by Direct Mediation Services. This will be reviewed by Management against the Service Plan and the principles which govern the company, together with all quality assurance documents which will be stored in the electronic storage system.

Where areas for improvement are identified, the company will formulate and disseminate corrective actions to repair and maintain our high standards of client service. Where improvements are identified and put in place a note of both the procedure/process and its effective date will be recorded in hard copy form and maintained alongside the annual quality reports.

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