



# Q.I.T.E.

## Internal / External CLIENT COMPLAINT / GRIEVANCE PROCESS

1. All clients are encouraged to address any issues or complaints directly with Q.I.T.E. We are an organisation with a strong belief in 'continuous improvement' of our services, and we welcome suggestions and input from customers.
2. We ask that a client with an issue or complaint follows the following process to ensure that Q.I.T.E. is able to take positive action:
  - First clearly identify and document the issue or grievance;
  - Throughout the process all parties involved must remain focused on the identified issue or grievance and be factual;
  - Where relevant, provide documented evidence;
  - Follow the steps outlined in the flow chart below.

