



CONSULTING AT DAMERHAM LIMITED

POOR PERFORMANCE POLICY & COMPLAINTS PROCEDURE

Poor Performance Policy

Consulting at Damerham Ltd welcomes feedback on our performance from clients. We encourage this feedback to be given constructively so that we can focus on issues that need immediate attention, the key areas that require improvement, those that are working well and finally, we can give appropriate guidance, training and encouragement to our employees and associates to improve the quality of their work and outcomes. Client feedback contributes to systematic and ongoing review of consultancy service quality and performance as part of our Quality Management System.

Individual client or corporate contracts will contain clauses that specify how poor performance issues will be handled and Consulting at Damerham Ltd encourages its clients to regularly review performance against agreed outcomes or the contract specification with their consultant or practitioner.

Consulting at Damerham will ensure that appropriate levels of indemnity are in place for its employees.

Complaints Procedure

Client complaints or notification of poor performance against contract should in the first instance be notified via face to face interview with the consultant(s) concerned. The aim of this interview will be to seek informal resolution of key issues and develop an action plan to put the intervention or the contract deliverables back on track.

Should poor performance continue, clients should contact the Managing Director via telephone, email or in writing at the address below:

**Consulting at Damerham Ltd.
2 St George's Cottages
South End
Damerham
FORDINGBRIDGE
Hants. SP6 3HP**

**Tel/fax: 01725 518021
Email: clivebealey@damerham.demon.co.uk**

Complainants will receive a written acknowledgement within one week of receipt.

The Managing Director will contact the client or the Contract Manager and identify the most appropriate way forward to resolve the key issues. If the problem is not resolved through discussion and mutual agreement, the relevant terms & conditions in the contract will come into force.