

Policy: Contract Monitoring

1. SUMMARY

- 1.1. This policy defines WINNS Services Contract Monitoring to ensure it meets requirements.
- 1.2. The Operations Director is responsible for implementation and management of the Contract Monitoring policy

Rev.	Date	Nature of Changes	Approved By
1	27 February 2018	Original issue.	C Stebbing
2	7th September 2021	General Updates	C Stebbing

2. POLICY: Contract Monitoring

The Contract performance will be reviewed using a variety of methods at various levels throughout the organisation the main method is iAuditor.

Meeting Notes and iauditor reports

- Provides direct feedback from sites as to the levels of customer satisfaction.
- Service Level Agreements
- Site specific customer satisfaction records
- Complaints either verbal or written

All of the above forms of communication are reviewed by the board in addition to the Operations Director.

Trends or serious deviations from satisfactory performance will be identified and investigated and corrective actions agreed and actioned.