

Quality Assurance Policy Statement

This document includes:

1	Policy Statement
2	Quality Management System
3	Responsibility
4	Changes to this policy
5	Contact us

> 1. Policy Statement

Training with Pride was established in 2023 to deliver high-quality restraint reduction and de-escalation training courses.

Quality is at the heart of our business. We value our customers, which include healthcare professionals, social care workers, hospitality staff and anyone seeking to improve their de-escalation skills. We strive to provide training that not only meets, but exceeds, our users' expectations, equipping them with the knowledge and confidence to handle challenging situations effectively.

> 2. Quality Management System

We are committed to continuous improvement. We have established a Quality Management System (QMS) that provides a framework for continually measuring and enhancing the quality of our training programs.

Our QMS is supported by the following policies and procedures:

- > **Regularly gathering and monitoring customer feedback:** We actively seek our customers and users feedback to ensure our courses remain relevant and meet their evolving needs.
- > **Customer complaints procedure:** We have a clear process for handling any concerns anyone may have, ensuring prompt and effective resolution.
- > **Selection and performance monitoring of trainers:** We select trainers based on strict criteria and continually monitor their performance to guarantee high-quality delivery.
- > **Training and development for our staff:** We invest in ongoing training and development for our team, ensuring they possess the latest knowledge and skills in restraint reduction and de-escalation techniques.
- > **Regular audit of our internal processes:** We regularly review our internal procedures to identify areas for improvement and maintain the effectiveness of our training delivery.
- > **Measurable quality objectives:** We establish measurable quality objectives aligned with our business goals, ensuring our training programs consistently meet the highest standards.
- > **Management reviews:** Senior management regularly reviews audit results, customer feedback, and complaints to identify trends and implement improvements to our QMS.

> 3. Responsibility

While Senior Management holds ultimate responsibility for Quality, we believe everyone has a part to play. We empower our employees to take ownership and contribute to continuous improvement within their areas of expertise.

> 4.. Changes to this policy

We may update this policy from time to time to reflect changes in the law or our data handling practices. We will notify you of any significant changes.

> 5. Contact us

If you have any questions about this policy or how we handle quality assurance, please contact us on:

Info@trainingwithpride.com or 0330 0539 140

Version Control	
Policy Version	Policy Established Date
1.0	01/06/2023
Policy Last Reviewed Date	Next Policy Review Date
01/06/2024	01/06/2024