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## Policy: Contract Monitoring

### 1. SUMMARY

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

Rev.	Date	Nature of Changes	Approved By
1	3 <sup>rd</sup> January 2018	Original issue.	C Stebbing

### 2. POLICY: Contract Monitoring

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

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 a member of the board in addition to the General Manager.

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