MARICE RECRUITMENT AGENCY LTD
EMPOWERING CARE, SUPPORTING OPERATIONS, ENSURING EXCELLENCE.

Quality Assurance and Governance Policy

Policy Control Information

Item	Details
Policy Title	Quality Assurance and Governance Policy
Policy Reference	MRA-POL-014
Policy Owner	MRA Ltd
Designated Safeguarding Lead	Operations Manager, Healthcare Staffing
Deputy Lead	QA
Version	0.2
Approved By	Managing Director
Issue Date	25/11/2026
Review Date	Annually, and after any change in the law, a serious incident or an audit finding

1. Policy Statement

Marice Recruitment Agency Ltd ("the company") is committed to a safe, consistent standard of service in every sector, backed by clear accountability and regular checks. The company has a dedicated Department of Quality Assurance (DOQA) to review its work and drive improvement.

This policy draws together the company's other policies, in particular MRA-POL-004 to MRA-POL-013, and supports clients registered with the Care Quality Commission in meeting regulation 17 (good governance) of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014.

2. Purpose

To make sure risks are identified and managed, service quality is checked and measured, and lessons are turned into lasting improvements.

3. Scope

This policy applies to all directors, managers and internal staff of Marice Recruitment Agency Ltd, wherever they are based, and to every worker the company supplies or introduces to clients in Healthcare Staffing, Warehouse, Logistics and Cleaning Services. It also applies to contractors, suppliers and anyone acting on the company's behalf.

4. Quality Assurance Framework

Check	How often
Review of company documents, content and communications through the QA Service Request process (24-hour standard turnaround, 48 hours for compliance-critical documents)	Each request
Worker file audits against MRA-POL-005 and MRA-POL-013	Quarterly
Payroll and supply chain checks against MRA-POL-004	Quarterly
Review of complaints, feedback, safeguarding concerns and incidents	Monthly
Risk register review	Quarterly
Key performance indicators, such as fill rates, check completion, training compliance and turnaround times	Monthly
Review of all company policies	Yearly

5. Continuous Improvement

Audit findings, complaints, feedback and incidents are recorded with an action, an owner and a deadline. DOQA follows each action until it is closed and keeps a register of open and completed quality work.

6. Governance Structure

Role	Responsibility
Managing Director	Overall accountability for quality and governance; approves policies; reviews the quarterly quality report
DOQA Department Head	Runs the quality assurance framework, audits and QA reviews; keeps the risk register; reports to the Managing Director
HR Manager	People policies, training and conduct
Operations Managers	Day-to-day compliance in each sector and carrying out improvement actions
All staff	Following company policies and reporting problems early

7. Incident and Risk Management

All incidents, accidents and near misses involving staff or workers are reported, recorded and looked into, and trends are reviewed. Serious incidents are reported to the client, and to the Health and Safety Executive, the Police or other authorities where the law requires. The risk register records the main risks to the company and how they are controlled.

8. Complaints and Feedback

Complaints (MRA-POL-008) and feedback (MRA-POL-009) are reviewed for themes. Lessons learned are recorded and shared with the departments involved.

9. Training and Supervision Monitoring

Training compliance is checked against the training matrix in MRA-POL-013, with a target of 100% in-date mandatory training.

10. Management Oversight

Every quarter, the DOQA Department Head gives the Managing Director a quality report covering audit results, safeguarding, complaints, incidents, the risk register, training compliance and the status of improvement actions.

11. Review

This policy is reviewed every year, and after any serious incident, client audit finding or change in the law.