

## COMPLAINTS POLICY AND PROCEDURE

MYF Training places a significant emphasis on customer feedback and views the complaints process as a valuable tool to drive improvements in the quality of its services. The policy of MYF Training is to respond to all suggestions, whether positive or negative, in a prompt and courteous manner. All complaints will be treated seriously.

A problem raised can be informal (issue) or formal (complaint). You should try to raise your problem as soon as possible after the event happened. The College's time limit for responding to a problem (whether informally or formally) is 6 months from when the event happened, or 6 months from when you first became aware of the problem.

### **What is an issue?**

An issue (or informal complaint) is a matter which a customer wants to raise with a member of College staff without using the formal complaint process. Issues are usually quick to resolve and unlikely to require an in-depth investigation.

### **What is a complaint?**

The College defines a complaint as an expression of dissatisfaction about:

- The standards of service received from a teaching or support department
- Action or lack of action by the College or its staff

### **Dealing with issues (informal complaints)**

In the first instance issues should be raised with the person who has day-to-day responsibility for the area in which the matter occurs.

The person receiving the issue should make notes on its nature; keep the contact details of the person making the issue and how it was dealt with.

The staff member should file these notes safely and confidentially.

If the complainant remains dissatisfied following the response, they should make the complaint formal and adhere to the following process.

### **Formal complaints**

All formal complaints should be put in writing to:

Miss J.E. Ouston MRCVS  
MYF Training Ltd  
Tutor House  
78-82 Victoria Road  
Aldershot  
Hants, GU11 1SS

Any complaints directed to other staff at MYF Training will be referred to Julie Ouston in the first instance.

All formal complaints will be acknowledged by the Director within two working days of receipt.

The complaint will be investigated by the appropriate manager and a response to the

complainant will be made within ten working days.

Upheld complaints must be followed up after a period of 20 working days to check complainant is happy with resolution.

### **Appeals**

If the complainant is unhappy with the outcome of the formal complaint, a review of the matter may be undertaken by the Advisory Board.

The Advisory Board will meet within 21 days of the Head of Centre receiving the complaint. If relating to delivery issues, the Awarding Organisation will be notified that the Advisory Board meeting has been called and given details of the nature of the complaint and the composition of the board.

Records will be kept of all grievances, the proceedings and the outcomes

### **Apprenticeship courses**

The Education and Skills Funding Agency is the monitoring organisation for Apprenticeship training and may be approached if the complainant feels that the College's complaints process has not been followed. A complaint may be sent in writing to:

The Complaints Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry, CV1 2WT

Email: [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)

### **Monitoring and quality assurance**

Monthly data summarising compliments, complaints and outcomes will be compiled and reviewed by the Senior Management team.

### **Data Protection**

In order for a complaint to be investigated satisfactorily, MYF Training may require to share information with relevant staff and third parties (for example curriculum managers or the Education & Skills Funding Agency).

MYF Training is registered with the Information Commissioners Office, under the Data Protection Act 1998 and operates within the eight principles of Data Protection, and General Data Protection Regulations.

### **Review**

The effectiveness of this policy will be reviewed periodically.

**The policy sponsor is Julie Ouston**

**Date of Issue and management authentication – March 2018**

**Reviewed August 2018**