



European Union

European
Social Fund

Client and Learners Complaints Policy

Date established:	June 2001
Updated:	November 2018
Reviewed:	Annually
Purpose:	<p>The complaints policy and associated procedure is intended to:</p> <ul style="list-style-type: none"> • provide all clients with a transparent mechanism for raising a complaint • implement improvements to provision as a result of customer feedback

Operation

MIT skills is a learner centred private training provider working in the UK delivering training and skills valued by learners, employers, the community and the UK economy.

The MIT Skills complaints policy is available in training centres and is brought to the attention of learners and employers at induction. How to make a complaint is also included in the Learner Charter provided to all learners in the Learner Handbook, and Employer Handbook along with suitable forms.

Minor Complaints

It is anticipated that most complaints will be minor in nature and will be dealt with by a member of staff at the time. Records of such complaints are recorded on learner's files. In the event that a complaint is not dealt with to the learner or employers satisfaction they may raise it to a formal complaint

Major/Formal Complaints

Formal Complaints are dealt with in accordance with MITSkills Complaint Procedure and a record of all complaints is maintained as part of our formal log within Quality Assurance at the Company's Head Office.

If a learner, or their employer, wishes to make a formal complaint, they will be requested to complete a Complaints Form found in the Electronic Learner or Employer Handbook within SharePoint, or as provided to the learner in the Learner Handbook or Employer Handbook please complete these in writing and send to:-

H Zubeidi MITSkills 12-13 Camphill Industrial Estate, Camphill Road, West Byfleet, Surrey, KT14 6EW

If complaints are made verbally or electronically will be transcribed by MIT skills for tracking purposes

MITSkills policy is to record all formal complaints, and to respond to all complaints in writing within 10 full working days (The day the complaint is received will count as day one).



European Union

European
Social Fund

All complaints are taken as serious and will initially be flagged to a member of the Senior Management Team or the Director by the staff receiving the complaint.

Complaint that come under Safeguarding

In the event the complaint is considered a Safeguarding issue it will be flagged to MITSkills Safeguarding Officer, In this event the complainant learner or employer will be informed, and the Safeguarding procedures will be followed.

All other Complaints will be actioned under MITSkills Complaints Procedure (see Sharepoint and our Website)

The complaint will be allocated, investigated and reviewed and a written resolution will be forwarded to the complainant within 10 working days. This process may require contact with the complainant where deemed appropriate, and it is to be expected that the complainant is willing to work with MIT Skills to resolve the complaint. In the event this cooperation is not achievable MIT skills will make a proposed resolution in writing.

The final decision rests with the Director of MITSkills

In the event the complaint cannot be resolved within 10 working days, it is MITSkills policy to refer the issue to the appropriate learner funding body. The complainant will be informed of this in writing by day 10 from registering a formal complaint.

It is MITSkills management policy to review complaints for improvement purposes.

Records of formal complaints are monitored on a quarterly basis as part of the quarterly review process.

Complaints, where it is agreed as appropriate by the SMT, may be discussed at regular team meetings to identify any recurring themes that may suggest a need for further improvement action.

Complaints from any other sources will also be recorded and acted upon in the same manner as learner complaints and according to the learner complaints procedures.

The complaints policy is designed to support continuous improvement.

There is an ESFA Apprenticeships a formal complaint process it is as follows

You can make a formal complaint if you aren't able to solve your issue informally, or don't want to.

You must follow your organisation's published complaints procedure.

If you don't have the complaints procedure ask the human resources team or people manager at your organisation for a copy.

The complaints procedure should tell you:

- what you need to send to make your complaint, for example a completed form or written evidence
- where to send your complaint



European Union

European
Social Fund

- how the organisation will treat your complaint, for example who will see it and possible outcomes
- when you can expect a decision

If you're unhappy with the outcome

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled as long as your organisation is one of the following:

- a further education college
- an adult learning organisation that offers qualifications
- a business running an [apprenticeship scheme](#)

You must contact the ESFA within 3 months of getting a decision from your organisation.

Email or post your complaint to the ESFA complaints team.

ESFA complaints team complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT


ESFA will acknowledge your complaint within 5 days and will let you know what will happen next.

If you're unhappy with the ESFA response

You can write to the complaints adjudicator to decide on your case if you're unhappy with how the ESFA has dealt with your complaint.

Complaints adjudicator

Legal and information compliance
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Date Reviewed	240118
Reviewed	Annually
Version Status	Approved
Approved By:	 Company Director: 261118



European Union

European
Social Fund