



## Client and Learners Complaints Policy

<b>Date established:</b>	June 2001
<b>Updated:</b>	September 2015
<b>Reviewed:</b>	Annually
<b>Purpose:</b>	<p>The complaints policy and associated procedure is intended to:</p> <ul style="list-style-type: none"> <li>• provide all clients with a transparent mechanism for raising a complaint</li> <li>• implement improvements to provision as a result of customer feedback</li> </ul>

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

MIT Skills 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).

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 MIT Skills

In the event the complaint cannot be resolved within 10 working days, it is MIT Skills 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 MIT Skills 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.

<b>Date Reviewed</b>	290915
<b>Reviewed</b>	Annually
<b>Version Status</b>	Approved
<b>Approved By:</b>	 Company Director: 290915

