



## **CUSTOMER COMPLAINTS POLICY**

**December 2021**

Midland Group Training Services Limited recognise that learners, employers and customers have the right to raise concerns or complaints about our services and have access to clear information on how to voice complaints or concerns.

### **1 AIMS**

- a) To reassure the learner, employer and customer that their complaint is being dealt with efficiently and fairly.
- b) To provide a straightforward and consistent way to make representation to MGTS and to offer prompt action and a speedy resolution of any complaints. A complaint can be in any form i.e. by letter; telephone, social media; e-mail; in person and assistance will be given in making the complaint.
- c) To enable MGTS to use complaints positively and take action to maintain and improve services.

### **2 WHAT IS A COMPLAINT?**

MGTS defines a complaint as:

*"An expression of dissatisfaction about the MGTS actions or lack of action or about the standard of a service provided by MGTS itself or a person or body acting on behalf of MGTS".*

### **3 HOW TO MAKE A COMPLAINT**

The complaints procedure will be followed whenever a complaint is being dealt with. The procedure contains three stages: -

#### **Stage 1 (first contact)**

Tell us about your complaint. You can:

- Call telephone number 024 7663 0333
- Write or email to us at Midland Group Training Services Limited

- Ask a member of staff to help you
- Ask any member of staff to advise you or take details
- You should receive a response within 10 working days

## **Stage 2**

The intention of Stage 1 is to allow the MGTS service to give a satisfactory explanation of its action or to put matters right. If that does not satisfy your complaint, then Stage 2 will involve the relevant Manager carrying out a formal investigation and a written reply will be sent within 10 further working days from date of the commencement of Stage 2.

## **Stage 3**

If you are still dissatisfied then at Stage 3 you can have the matter reviewed by the Chief Executive. A written reply will be sent within 10 working days from the date of the commencement of stage 3. If you are still dissatisfied then they will be given details of how to contact the Board of Trustees.

## **4 RESPONSIBILITY FOR DEALING WITH COMPLAINTS AND ADMINISTERING THE PROCEDURE**

- a) Any complaint is passed to the Quality Manager who will record, co-ordinate and monitor the process, liaising with the Chief Executive.
- b) A complaint will be dealt with by the following personnel.

**Stage 1** - An employee dealing with the service being complained about  
(Training & Development Advisor/Manager)

**Stage 2** – Relevant Manager who has responsibility for the service being complained about  
(Team Leader/ Manager)

**Stage 3** - Chief Executive

## **5 TIME LIMITS**

The time limit for dealing with a complaint is 10 working days per stage. An acknowledgement will be sent within 3 working days of each stage. If these time limits to respond or to rectify the complaint cannot be achieved the customer will be advised why and given an expected response period and the complaint will be moved to the next stage of the process.

## 6 COMPLAINANT RIGHTS

The complainant is entitled to: -

- a) A full and impartial investigation of the complaint
- b) Response within the laid down time limits
- c) A full written response to the complaint or subsequent appeal within Stages 2 and 3
- d) If the complaint is justified, then one of the following remedies will be recommended

## 7 REMEDIES

- a) An apology
- b) The provision of the service you want
- c) Repayment of any nominal out of pocket expenses

## 8 COMPLAINT MONITORING

- a) A record will be kept by the Quality Manager of the number, nature and outcome of complaints.
- b) The Quality Manager will prepare annual monitoring reports setting out numbers, categories of complaint and results of Stage 3 appeals and report the findings. The Management Team will also monitor reports on a monthly basis to assess trends and what actions should be taken.
- c) Annually the Chief Executive and the Management Team will review the operation of the complaints procedure.



David Bridgens  
**Chief Executive**

**Reviewed:** December 2021

**Next Review:** December 2022