



BS.2.07.a COMPLAINTS POLICY

March 2025

1 INTRODUCTION

At MGTS, we are committed to providing high-quality services to apprentices, employers, and customers. We recognise the right of individuals to raise concerns or complaints and ensure that there is a clear and transparent process for doing so.

2 PURPOSE

Our complaints policy is designed to:

- Provide apprentices, employers, and customers with confidence that their concerns will be handled fairly and efficiently.
- Offer a straightforward and consistent process for raising complaints, ensuring timely resolution.
- Use complaints as an opportunity for continuous improvement, helping us to enhance our services

3 DEFINITION

MGTS defines a complaint as:

"An expression of dissatisfaction regarding MGTS actions, lack of action, or the standard of a service provided by MGTS or a third party acting on its behalf."

4 COMPLAINT PROCEDURE

MGTS has a three-stage complaints procedure:

Stage 1 – Acknowledgement & Initial Resolution

- A complaint can be made to MGTS via a telephone call, email or letter. MGTS will acknowledge receipt of a complaint within 5 working days.
- A simple complaint may be resolved quickly by the employee handling the complaint or the line manager responsible for the complaint area.
- A response will be provided within 5 working days of the complaint acknowledgment.

Stage 2 – Formal Investigation

If there is no resolution at **Stage 1**;

- The complaint will be escalated to the Quality and Compliance Manager (if the Quality and Compliance Manager is unable to be impartial another senior manager will handle this stage) for a formal investigation.
- A written response will be provided within 10 working days of the investigation commencing.

Stage 3 – Chief Executive Review

If there is no resolution at **Stage 2**;

- The Chief Executive will review the complaint and provide a written response within 10 working days.

If the issue is still unresolved, details on how to escalate the complaint to the Board of Trustees will be provided.

5 COMPLAINANT RIGHTS

All complainants are entitled to:

- A fair and impartial investigation.
- A response within the stated timeframes.
- A written response at Stages 2 and 3.

If a complaint is upheld, MGTS may offer one or more of the following remedies:

- An apology.
- The requested service (where feasible).
- Reimbursement of reasonable out-of-pocket expenses.

6 MONITORING AND CONTINUOUS IMPROVEMENT

The Quality Manager maintains a record of complaints, including their nature and outcomes.

Reports are regularly reviewed by the Management Team to identify trends and implement improvements.

Quality complaints and their outcomes are reported to the Board of Trustees.

Parent Document: BS.1.03.a QUALITY POLICY**Policy Owner:** Quality and Compliance Manager and Designated Safeguarding Lead

Date	Summary of Changes	Version:	Author (Updated by):
March 2025	Rewrite of Policy. Change to stage 2 to be owned by Quality manager. Previously Policy 44.	BS.2.07.a	Ruth Plane Quality & Compliance Manager (DSL)

Next Review: March 2026

Policy Approved By:



David Bridgens
Chief Executive
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