



## **QUA-017-1.0b Complaints Policy**

**October 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. SCOPE**

This policy applies to all complaints received from:

- Learners and apprentices
- Employers and employer partners
- Customers and stakeholders
- Members of the public

### **5. COMMUNICATION, TRAINING AND CONTINUOUS PROFESSIONAL DEVELOPMENT**

MGTS is committed to ensuring that all colleagues understand their responsibilities in relation to handling complaints effectively and professionally.

#### **5.1 Communication to Staff**

- This Complaints Policy is made available to all staff via the MGTS intranet and staff handbook.
- The policy is promoted during staff induction and included in mandatory training.
- Updates to the policy are communicated to all staff via email and team meetings.

- The policy is accessible to all colleagues at all times.

## 5.2 Staff Training

All colleagues receive training on:

- How to recognise and record a complaint
- The three-stage complaints procedure
- Timescales for acknowledgement and response
- Professional conduct when handling complaints
- When to escalate a complaint
- Confidentiality and data protection requirements
- How to use complaints as opportunities for service improvement

## 5.3 Continuous Professional Development

- Complaints handling training is refreshed annually for all staff.
- Senior managers responsible for formal investigations receive additional training on investigation techniques and report writing.
- The Quality and Compliance Manager monitors staff competence in complaints handling.
- Training needs are identified through performance reviews and complaint outcomes analysis.

## 5.4 Communication to Learners and Employers

- The Complaints Policy is made available on the MGTS website.
- Learners receive information about how to make a complaint during their induction.
- Employer partners are provided with complaint procedure information during onboarding.
- The process for making a complaint is clearly displayed in all MGTS centres.

## 6. 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 acknowledgement.

### 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.
- The investigation will include:
  - Review of all relevant documentation
  - Interviews with relevant staff and witnesses
  - Analysis of policies and procedures
  - Consideration of whether the complaint is upheld, partially upheld, or not upheld
- A written response will be provided within 10 working days of the investigation commencing.
- The written response will include:
  - Summary of the complaint
  - Details of the investigation conducted
  - Findings and decision

- Actions to be taken (if applicable)
- Right to escalate to Stage 3 if dissatisfied
- Information about the appeals process (if applicable)

### **Stage 3 – Chief Executive Review**

If there is no resolution at Stage 2:

- The Chief Executive will review the complaint and all previous correspondence.
- The Chief Executive may conduct further investigation if required.
- A written response will be provided within 10 working days.
- The response will include the final decision and reasoning.
- Information about the right to appeal will be provided (see Section 9).

If the issue is still unresolved after exhausting the appeals process, details on how to escalate the complaint to external bodies will be provided.

## **7. 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.
- Confidentiality in accordance with data protection legislation.
- Support and reasonable adjustments if required (e.g., due to disability or language barriers).
- The right to be accompanied at any meetings (if applicable).

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.
- Changes to policies, procedures or practices to prevent recurrence.
- Staff training or development interventions.

## **8. CONFIDENTIALITY AND PROTECTED DISCLOSURES**

### **8.1 Confidentiality**

MGTS is committed to handling all complaints with appropriate confidentiality:

- Personal information provided during the complaints process will be handled in accordance with the Data Protection Act 2018 and GDPR.
- Complaint information will only be shared with those who need to know for the purposes of investigation and resolution.
- All records are stored securely with restricted access.
- Complainants can be assured that making a complaint will not adversely affect their relationship with MGTS or any services they receive.

### **8.2 Protected Disclosures**

MGTS recognises that some complaints may involve serious concerns about:

- Malpractice or maladministration
- Safeguarding concerns
- Breaches of health and safety
- Fraud or financial irregularities

- Breaches of legal obligations
- Attempts to conceal any of the above

In such cases:

- The individual making the disclosure is protected under whistleblowing legislation (Public Interest Disclosure Act 1998).
- Such concerns should be raised through the appropriate channels:
  - Safeguarding concerns via the Designated Safeguarding Lead (see Safeguarding Policy SG.1.01)
  - Serious misconduct via the Whistleblowing Policy
  - Malpractice via the Malpractice and Maladministration Policy
- Individuals making protected disclosures will not face any detriment or disadvantage as a result.
- MGTS will treat all protected disclosures seriously and investigate thoroughly.

### **8.3 Anonymous Complaints**

- MGTS will accept anonymous complaints, however this may limit the ability to investigate fully or provide feedback.
- Anonymous complaints will still be reviewed and investigated where possible.
- Serious anonymous complaints will be escalated appropriately.

## **9. RIGHT TO APPEAL**

If a complainant is dissatisfied with the outcome of their complaint after completing all three stages of this Complaints Procedure, they have the right to appeal.

Full details of the appeals process, grounds for appeal, and timescales are set out in the MGTS Appeals Procedure.

Complainants will be provided with information about how to access the appeals process in their Stage 3 response.

## **10. VEXATIOUS OR MALICIOUS COMPLAINTS**

MGTS reserves the right to refuse to investigate complaints that are:

- Vexatious (made to cause annoyance or harassment)
- Malicious (made with the intention to cause harm)
- Repetitive (the same complaint raised multiple times without new evidence)

In such cases:

- The complainant will be informed in writing why the complaint will not be investigated.
- The decision will be made by the Chief Executive.
- The complainant retains the right to refer the matter to an external body if they disagree with the decision.

## **11. MONITORING AND CONTINUOUS IMPROVEMENT**

### **11.1 Record Keeping**

The Quality and Compliance Manager maintains a record of all complaints, including:

- Nature of the complaint
- Stage at which it was resolved
- Timescales for resolution
- Outcome and actions taken

- Lessons learned

## 11.2 Reporting and Review

- Complaint data is regularly reviewed by the Management Team to identify trends and implement improvements.
- Quality complaints and their outcomes are reported to the Board of Trustees quarterly.
- The Complaints Policy is reviewed annually to ensure it remains effective and compliant with legislation.
- Patterns and trends in complaints are used to inform:
  - Staff training needs
  - Policy and procedure updates
  - Service improvements
  - Quality assurance processes

## 11.3 Learning from Complaints

MGTS views complaints as valuable feedback that helps improve services:

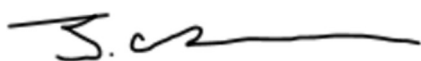
- All upheld complaints result in an action plan to address the issues identified.
- Staff involved in complaint investigations are debriefed and supported.
- Good practice examples from complaint resolutions are shared across the organisation.
- Changes made as a result of complaints are communicated to relevant stakeholders.

**Policy Owner:** Quality & Compliance Manager

Date	Summary of Changes	Version:	Author (Updated by):
30 <sup>th</sup> October 2025	Old policy added to new formatting. - Section 9 rights to appeal added - Section 6 complaint procedure revised	1.0	Jordan Geoghegan Quality & Compliance Manager

**Next Review:** See Document Control Register

Policy Approved By:



Jordan Geoghegan  
**Quality and Compliance Manager**  
30.10.2025