



## **Complaints Policy, Procedure and Process**

### **Introduction**

MP Skills is committed to providing a high-quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. MP Skills, through this policy, ensure that all complaints are handled in an open, timely and consistent manner.

### **Scope of Policy**

This policy covers complaints from:

- apprentices
- candidates
- employers
- all other parties who interact with MP Skills

This policy does not cover Appeals in relation to assessment decision made by MP Skills and/or its personnel. Such matters are covered by the MP Skills' Appeal Policy and Procedures.

### **Purpose of Policy**

The policy is created so that making a complaint is easy as possible by ensuring that MP Skills:

- treats a complaint as any clear expression of dissatisfaction
- treats the complaint seriously
- deals with it promptly, politely and, where appropriate, informally (for example, by telephone)
- responds in an appropriate way - for example, with an explanation, or an apology when things have gone wrong
- learns from complaints, uses them to improve services, and ensures that all complaints and the outcomes are recorded on the master register
- does not disclose information if to do so would breach a duty of confidentiality or any other legal duty
- facilitates early resolution

### **Meaning of Complaint**

A complaint is an expression of dissatisfaction about MP Skills' services; products; action or lack of action; or the complaints handling process.

### **Examples of Complaints**

The following list serves to provide examples:

- conversations/communication with MP Skills which do not meet your expectations
- poor/difficult relationships with the MP Skills' personnel affecting delivery or assessment
- evidence that we are not meeting our Customer Service standards
- incorrect or confusing communication or advice
- the behaviour of another candidate
- the facilities or training/assessment venue
- misinformation about your course/training/apprenticeship



## How to Make a Complaint

All formal complaints must be submitted, in writing (letter or email), addressed to:

Office Manager  
MP Skills  
MP House  
4a Meadowbank Way  
Eastwood  
Nottingham  
NG16 3SB  
Email: [info@mpskills.co.uk](mailto:info@mpskills.co.uk)

When submitting a complaint please include the following information:

- your name, address and contact details
- full details of your complaint i.e. what; when and where it happened
- any information or evidence that supports the complaint
- your expectations in terms of a resolution

If the complaint involves an allegation of maladministration or malpractice, please refer to MP Skills' Maladministration or Malpractice Policy.

MP Skills will only investigate complaints from anonymous sources only where there is sufficient detail provided to identify the issue/concern, individual, organisation involved and the service/product implicated in the complaint. However, you are advised that your details may be disclosed to the third party as part of MP Skills' investigation process. MP Skills will not investigate complaints involving a third party without this process being understood.

## What Happens Next?

### Stage 1

MP Skills Office Manager will acknowledge your complaint **within 10 working days** from when the complaint is received.

You will be informed of the name of the person who is investigating the complaint. It is MP Skills aim to resolve complaints **within 28 working days**; however, if further information needs to be gathered, we will provide an interim response to let you know what is being done to deal with your complaint, when you can expect the full response and from whom.

The complaint will be recorded on a complaint/incident form.

### Stage 2 – Centre Escalation

If you are not satisfied with the response to your complaint, you can request a further review of the complaint **within 10 working days** of the date of the decision letter. Your request will be referred to MP Skills senior management who will not have been involved in the original complaint or its response to complete the review. However, MP Skills will only carry out a review if there is a clear reason/s for making the request and areas of concern.



### **Stage 3 – Independent Escalation**

If you are still not satisfied with the response to your complaint, you can request a further review of it **within 10 working days** of the date of the decision letter. Your request will be referred to the Awarding Body (for regulated qualifications) or the MPQC CEO (for other products) who will undertake an independent review of the complaint, supporting evidence and any documentation related to the previous stages.

They will only carry out a review if there is a clear reason/s for making the request and areas of concern. The reasons must relate only to the way that the complaint has or has not been investigated and not the detail of the complaint itself.

The Awarding Body or MPQC CEO (as appropriate) will provide an outcome **within 28 working days** of receipt of the further request.

### **Stage 4 – Escalation to Regulator**

When stages 1 - 3 have been exhausted candidates have the right to escalate a complaint to the respective regulatory body as detailed in appendix 1.

### **MP Skills Course/Training/Assessment/Apprenticeship Guarantee**

If you have a concern, do not hesitate to raise it. We would like to hear from you as early as possible to resolve the problem and to put things right for the future. We welcome your views and suggestions. We will monitor all comments and complaints, treat them seriously and follow our procedures and timescales. We will always endeavour to continuously improve our service.

If as a result of the complaint, MP Skills identifies a failure in any of the services, products, policies or procedures, all reasonable steps will be taken to:

- identify others which may also be similarly affected
- correct the failure or put in place actions to mitigate as far as possible the effect of the failure
- put in place arrangements to ensure that the failure does not recur in the future
- notify all relevant stakeholders of any changes that may affect them and why

### **Data Protection**

The information provided will be processed in accordance with data protection principles as set out in the Data Protection Act 1998 and from 25 May 2018 General Data Protection Regulations. Data will be processed only to ensure that all persons to whom this policy related act in the best interests of MP Skills. The information provided will not be used for any other purpose.

### **Policy Review Arrangements**

MP Skills will review this policy as part of the normal continuous improvement process and revise it as appropriate and/or in response to changes in legislation; regulation; practices; actions from any to any incidents; or in response to customer or key stakeholder feedback.

Appendix 1 Type of candidate	Contact Details	Postal Address
Apprentice	complaints.esfa@education.gov.uk	Customer Service Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT
VQ	info@mpawards.co.uk	General Manager, MP Awards, MP House, 4a Meadowbank Way, Eastwood, Nottingham, NG16 3SB
Scottish Modern Apprentice	SQA Accreditation – <a href="https://accreditation.sqa.uk/accreditation/About_Us/Complaints_Handling_Procedure">https://accreditation.sqa.uk/accreditation/About_Us/Complaints_Handling_Procedure</a> SDS – Online Form <a href="https://www.skillsdevelopmentscotland.co.uk/about/policies/complaints">https://www.skillsdevelopmentscotland.co.uk/about/policies/complaints</a>	Customer Services Team Skills Development Scotland PO Box 27131 Glasgow G2 9LJ
Driver CPC course	enquiries@jaupt.org.uk	9 Warren Yard, Warren Park, Stratford Road, Milton Keynes, MK12 5NW
IEMA	info@iema.net	Membership Lead, IEMA, City Office Park, Tritton Road, Lincoln LN6 7AS UK
Mineral Sector Safety Passport	enquiries@safetypassports.co.uk	N/A

#### Receipt of Complaint

Complaint received either by email or letter  
MP Skills office manager acknowledges receipt of complaint within 10 working days of receipt  
MP Skills Office Manager investigates complaint  
MP Skills completes complaints/incident form

#### Dealing with Complaint

**Stage 1**-MP Skills Office manager responds to complaint after investigating within 28 days of receiving complaint

**Stage 2**-If unsatisfied with response, complaint escalated to MP Skills senior management within 10 days of receiving decision who will respond within 28 days.

**Stage 3**-If still unsatisfied, complaint escalated to Awarding Body or MPQC CEO within 10 days of receiving decision who will respond within 28 days

**Stage 4**-Escalation to Regulator-When stages 1 - 3 have been exhausted a complaint can be taken to the relevant regulatory body, as detailed in Appendix 1.

#### Complaint where service is covered/accredited by 3rd party

If complainant remains unsatisfied and have received one of the services shown in Appendix 1 they may send their complaint to those contact details listed in Appendix 1.