

COMPLAINTS POLICY AND PROCEDURE

MYF Training places a significant emphasis on customer feedback and views the complaints process as a valuable tool to drive improvements in the quality of its services. The policy of MYF Training is to respond to all suggestions, whether positive or negative, in a prompt and courteous manner. All complaints will be treated seriously.

A problem raised can be informal (issue) or formal (complaint). You should try to raise your problem as soon as possible after the event happened. The College's time limit for responding to a problem (whether informally or formally) is 6 months from when the event happened, or 6 months from when you first became aware of the problem.

What is an issue?

An issue (or informal complaint) is a matter which a customer wants to raise with a member of College staff without using the formal complaint process. Issues are usually quick to resolve and unlikely to require an in-depth investigation.

What is a complaint?

The College defines a complaint as an expression of dissatisfaction about:

- The standards of service received from a teaching or support department
- Action or lack of action by the College or its staff

Dealing with issues (informal complaints)

In the first instance issues should be raised with the person who has day-to-day responsibility for the area in which the matter occurs.

The person receiving the issue should make notes on its nature; keep the contact details of the person making the issue and how it was dealt with.

The staff member should file these notes safely and confidentially.

If the complainant remains dissatisfied following the response, they should make the complaint formal and adhere to the following process.

Formal complaints

All formal complaints should be put in writing to:

Miss J.E. Ouston MRCVS
MYF Training Ltd
Tutor House, 78-82 Victoria Road
Aldershot, Hants, GU11 1SS

Any complaints directed to other staff at MYF Training will be referred to Julie Ouston in the first instance.

All formal complaints will be acknowledged by the Director within two working days of receipt.

The complaint will be investigated by the appropriate manager and a response to the complainant will be made within ten working days.

Upheld complaints must be followed up after a period of 20 working days to check the complainant is happy with resolution.

Appeals

If the complainant is unhappy with the outcome of the formal complaint, a review of the matter may be undertaken by the Advisory Board.

The Advisory Board will meet within 21 days of the Head of Centre receiving the complaint.

If the appeal relates to delivery issues, the Awarding Organisation will be notified that the Advisory Board meeting has been called and given details of the nature of the complaint and the composition of the board.

For appeals relating to VetSkill qualifications, the complainant also has the right to appeal directly to the Awarding Organisation. The VetSkill Appeals Form is available from <http://www.vetskill.com>. The appeal will be conducted in accordance with VetSkill's Appeals Policy which is also available from <http://www.vetskill.com>

Records will be kept of all grievances, the proceedings and the outcomes

Apprenticeship courses

The Education and Skills Funding Agency is the monitoring organisation for Apprenticeship training and may be approached if the complainant feels that the College's complaints process has not been followed. A complaint may be sent in writing to:

The Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry, CV1 2WT

Email: complaints.esfa@education.gov.uk

Monitoring and quality assurance

Monthly data summarising compliments, complaints and outcomes will be compiled and reviewed by the Senior Management team.

Data Protection

In order for a complaint to be investigated satisfactorily, MYF Training may require to share information with relevant staff and third parties (for example curriculum managers or the Education & Skills Funding Agency).

MYF Training is registered with the Information Commissioners Office, under the Data Protection Act 1998 and operates within the eight principles of Data Protection, and General Data Protection Regulations.

Review

The effectiveness of this policy will be reviewed periodically.

The policy sponsor is Julie Ouston

Date of Issue and management authentication – March 2018

Reviewed

August 2021

