



**Management Training & Development Limited**

## **Apprenticeship Complaints Policy**

<b>Policy Owner</b>			<b>Position</b>		
Sean McPheat			Chief Executive Officer		
<b>Signature</b>				<b>Date</b>	
<b>Review History</b>					
05 V1	Approved	January 2021	Review	March 2022	
05 V2	<ul style="list-style-type: none"> <li>Addition of how to make an informal complaint (page 2)</li> <li>Addition of detail regarding documenting Complaints (page 3)</li> </ul>	March 2022	Review	March 2023	
05 V3	<ul style="list-style-type: none"> <li>This version of the Complaints Policy is structured to be clear and accessible while ensuring that apprentices understand how to make a complaint and the steps involved in the process</li> </ul>	March 2025			

### Policy Statement

Management Training & Development Limited (MTD) is committed to providing high-quality services to all apprentices and stakeholders. We believe that feedback is an essential part of improving the quality of our services. Complaints, whether positive or negative, are a valuable source of information that helps us identify areas for improvement and celebrate good practices.

We take complaints seriously, and all staff are expected to respond professionally and promptly. Our apprentice induction process includes guidance on how to handle complaints, and poor practice will be addressed, while good practice will be shared.

### Scope

This policy applies to all apprenticeship provision delivered by MTD. While we aim to provide high-quality services for all apprentices, we acknowledge that sometimes things can go wrong. If they do, we want to know so that we can correct them and learn from the experience to improve our service.

## How To Make A Complaint

MTD aims to make it as easy as possible for apprentices to provide feedback or make complaints. Apprentices can submit a complaint via:

- **In person** to their Skills Coach.
- **Email:** apprenticeships@mtdtraining.com
- **Phone:** 024 7699 2486
- **Complaint form** (attached to this policy)

## Definition Of A Complaint

A **complaint** is defined as "an expression of dissatisfaction concerning the provision of an apprenticeship programme when the complainant has raised the concern with their trainer, coach, or the centre, and is not satisfied with the response."

*Formal appeals are excluded from the complaint procedure (see **Appeals Procedure**).*

If you need advice before making a complaint or escalating a complaint, we will be happy to assist you. We will not register a formal complaint unless you explicitly ask us to do so.

## Before You Make A Complaint

If you encounter problems with any aspect of our services, please contact the **Apprenticeship Operations & Funding Manager** as soon as possible. Early reporting allows us to act quickly and resolve issues before they impact your progress.

We cannot accept responsibility for issues that affect your programme's outcome if you delay reporting them, especially if it becomes too late to make corrections.

## Informal Complaint Process

If you have an issue or concern, you can first attempt to resolve it informally with your **Skills Coach** or another member of the MTD team. They will respond to your concern within 24 hours and seek to resolve the issue to your satisfaction.

If you're not satisfied with the informal response, you can proceed with a formal complaint.

## Formal Complaint Process

Formal complaints must be submitted within a reasonable timeframe following the issue that prompted the complaint. Complaints should be made within **three months** of completing or withdrawing from the programme in which the issue arose, unless exceptional circumstances prevented you from making the complaint sooner. MTD is committed to resolving all complaints quickly. You will be notified of any delays and the reason for them.

### Stage One: Initial Complaint Submission

- Submit your complaint in writing to the **Apprenticeship Operations & Funding Manager** via post or email.
- You can expect a reply within **10 working days**. If a full response cannot be provided within this time, we will inform you of the expected timeframe for a full reply.

### Stage Two: Review Of Complaint

- If you are not satisfied with the response at Stage One, you can request that the **Apprenticeship Operations & Funding Manager** review the case.
- To do this, submit a written request including:
  - Full details of the complaint.
  - Copies of any prior correspondence.

- Reasons why you're dissatisfied with the initial response.
- What you believe should be done to resolve the issue.
- You will receive an acknowledgment within **3 working days** of receiving your complaint. A full reply will be sent within **10 working days**, or you will be notified of any delays and the reason for them.

### Stage Three: Escalation To Chief Operating Officer

If you are still dissatisfied after Stage Two, you can escalate the matter to the **Chief Operating Officer** of MTD.

- Your request should clearly explain the reasons for the review and include any additional evidence you want to present.
- The **Chief Operating Officer** will investigate whether the issue was handled fairly and in accordance with the complaints policy. A final response will be provided within **10 working days**.
- The decision made by the **Chief Operating Officer** is the final decision for MTD

### Documenting Complaints

All formal complaints will be documented and stored in accordance with **GDPR requirements**. Details of the complaint and the resolution may be used to inform our ongoing quality improvement processes.

### Rights & Responsibilities

MTD will:

- Handle all complaints within the time limits outlined in this policy.
- Ensure all points raised in your complaint are addressed, and that our responses are clear and comprehensive.
- Keep your complaint confidential, only sharing information with those necessary to investigate and resolve the issue.
- Ensure that no complaint made in good faith will negatively affect your future treatment or progression.
- Remain polite and professional at all times.

If you are making a complaint, we ask that you:

- Provide full details of your complaint in writing.
- Remain polite and respectful.

### Equality & Diversity

Apprentices have the right to express dissatisfaction with the services they receive from MTD, and we will ensure that the complaints process is fair and non-discriminatory.

As part of our **Prevent strategy**, we promote the **Fundamental British Values** of:

- **Democracy**
- **Rule of Law**
- **Respect and Tolerance**
- **Individual Liberty**

These values underpin our work and are reflected throughout our apprenticeship programmes. We aim to create an environment where all individuals feel safe, valued, and respected, regardless of their background.

### Dissemination Of The Complaints Procedure

This Complaints Policy will be:

- Discussed during training courses.
- Included in the apprentice induction booklet.
- Available on the MTD website: [www.mtdtraining.com](http://www.mtdtraining.com).
- Provided to all apprentices as part of their induction process.

### Further Information

If you require further information or clarification, please contact the **Apprenticeship Operations & Funding Manager** directly:

- **Phone:** 024 7699 2486
- **Email:** apprenticeships@mtdtraining.com

For complaints regarding training providers, you may also refer to the **Department for Education**:

- **Complaints link:** <https://www.gov.uk/complain-further-education-apprenticeship>