



# Complaints Policy

## POLICY STATEMENT

Management Training & Development Limited (MTD) is committed to providing high-quality services and we will resolve any problems in our services as quickly as possible.

MTD place feedback from people who use our services at the heart of our work, because every concern is an opportunity for us to improve the quality of our provision. We also want to hear about positive experiences so we can highlight good and outstanding services.

We take complaints seriously – and we expect our staff to do so too. The new staff training process describes complaints handling. Poor practice will be found and acted on. Good practice will be shared.

We work to make it easier to give us good quality feedback, and work with our staff/associates to improve learners experience.

## SCOPE

This policy applies to all training provisions delivered by MTD. We want to provide good-quality services for everyone, but things sometimes go wrong. If they do, we need to know about them so that we can put them right and learn from them. This will help us to improve our performance.

## HOW WILL WE DO THAT?

We will make it easy for clients/delegates to make a complaint by doing the following.

Giving you the chance to make a complaint:

- in person to their trainer
- email: [operations@mtdtraining.co.uk](mailto:operations@mtdtraining.co.uk)
- email: [info@mtdtraining.co.uk](mailto:info@mtdtraining.co.uk)
- to their programme manager
- by phone 03333202883

- by completing the complaints form at the end of this policy

## DEFINITION OF A COMPLAINT

We define a complaint as ‘an expression of dissatisfaction concerning the provision of a training programme or service when the complainant has drawn his or her concern to the attention of their trainer, coach or the company and is not satisfied with the response’.

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

If you want advice before making a complaint or taking a complaint to the next stage, we will be happy to help you. We will not register a formal complaint unless you ask us to.

## BEFORE YOU MAKE A COMPLAINT

If you experience problems with any aspect of our services, you should contact the Client Support Team, or your programme manager as soon as possible so that we can act quickly to put things right. It is essential that you act immediately if there is a possibility that your progress will be affected by any problem you have experienced.

We cannot accept responsibility for problems that affect the outcome of your programme if you delay telling us about them until it is too late for us to put things right.

If you have told us about problems and you are not satisfied with our response, you are entitled to make a formal complaint.

## MAKING A FORMAL COMPLAINT

You must make your complaint within a reasonable time following the matter that prompted your complaint. This should be no more than three months after completion of or withdrawal from the programme in which the complaint arose, after which your complaint will be considered to be ‘out of time’, save in exceptional circumstances that prevented you from making a submission. Ideally you should make your complaint as soon as possible, to enable us to investigate and respond to your complaint in a timely manner.

MTD is committed to dealing with all complaints as quickly as possible and will normally follow the time limits set out in this procedure. You will be informed of any delay and the reason for it if one should arise.

### Stage One

The complaint should be submitted to the Client Support Team in writing by post or email. You should expect to receive a reply within 10 working days of the Centre receiving your complaint. If we cannot give you a full reply within that time, we will tell you when we will be able to do so.

### Stage Two

If, when you receive our reply to your complaint, you are not satisfied that we have done everything possible to address the matter, you can ask the Operations Manager to review your case. You must put your complaint in writing, including:

- full details of your complaint and all matters related to it
- copies of any previous correspondence with us related to your complaint
- the reasons why you are dissatisfied with the initial resolution offered
- what you think we should do to resolve your complaint

An acknowledgement of your complaint will be sent within three working days of receiving it. The Operations Manager will send you a full reply within 10 working days of the date of the acknowledgement letter or, if that is not possible, contact you again to let you know when you can expect a full reply.

### Stage Three

If, when you have a full reply from the Operations Manager, you are still not satisfied that we have done everything possible to answer your complaint, you can ask for it to be referred to the Senior Leadership Team.

You must clearly set out the reasons for requesting a review and enclose any additional evidence in support of your complaint. You should also explain what you would like to happen to resolve your complaint.

MTD will acknowledge your request within three working days.

The Senior Leadership Team will investigate whether we have handled the matter fairly in line with our policy and procedures, and whether we should do anything else. A member of the Senior Leadership Team will reply to your complaint within 10 working days of the date of the acknowledgement letter or, if that is not possible, contact you again to let you know when you can expect a full reply.

If you are still not satisfied, your complaint will be referred to the Chief Operating Officer and will be reviewed and responded to within 10 working days of the referral. The Chief Operating Officer's decision is the final decision on behalf of MTD.

## RIGHTS AND RESPONSIBILITIES

We will:

- deal with all complaints within the time limits set out in this procedure
- make sure that we deal with all the points you raise, and that our replies explain the outcomes clearly
- handle your complaint confidentially and only give people the information that is needed to carry out a proper investigation and make a full response
- make sure that no complaint you have made in good faith will be used to your disadvantage in the future
- always be polite

If you are making a complaint, you should:

- give us full details of your complaint in writing
- always be polite

## EQUALITY AND DIVERSITY

Clients/delegates have the right to express dissatisfaction with the services they receive from MTD. Anyone using this policy can expect to be treated fairly and without discrimination.

As part of the Prevent strategy we promote the Fundamental British Values to reflect life in modern Britain. These values are Democracy, Rule of Law, Respect and Tolerance, Individual Liberty. Fundamental British Values underpin what it is to be a citizen in a modern and diverse Great Britain valuing our community and celebrating diversity of the UK.

Fundamental British Values are not exclusive to being British and are shared by other democratic countries as a way of creating an orderly society, where individual members can feel safe, valued and can contribute for the good of themselves and others.

These will mirror our principles and values and all the work areas that we support. These will occur throughout our programmes and will be promoted by all staff.

## DISSEMINATION OF THE COMPLAINTS PROCEDURE

The Complaints Procedure shall be:

- Available on the MTD website at the following link [mtdtraining.com](https://mtdtraining.com)

## CUSTOMER COMPLAINTS FORM

Name:	
Email:	
Company Name: (if applicable)	
Address:	
Telephone Number:	
Which service is your complaint about?	
Type of complaint:	
How do you think we should respond to your complaint? (please use this section to tell us what you think we should do about your complaint)	
Please detail any recommendations of areas where we can improve our performance concerning the information, advice and guidance given	

### FOR OFFICE USE ONLY

Date complaint received:	
Complaint to be dealt with by:	
Date complaint resolved:	