

# Milltech Training Ltd

## **COMPLAINTS PROCEDURE POLICY**

## Complaints Procedure

This complaints procedure is available to learners, employers and all other individuals who are in contact with Milltech Training Ltd who feel they have had a negative experience whilst dealing with our organisation.

This procedure should be read in conjunction with the learner appeals and harassment procedures and the appropriate steps adopted accordingly.


### Procedure

1. A complaint may be made in writing to the (Sean Bent) Quality Assurance Manager at Milltech Training Ltd whereby it will be allocated a unique reference number and within 2 working days of receipt, acknowledgement will be sent indicating the person within Milltech Training Ltd who will be dealing with the complaint.
2. Your complaint will then be investigated, and a reply sent within 10 working days detailing the findings.
3. Should you feel unhappy with the response provided by Milltech Training Ltd, you can appeal in writing to the Managing Director who will acknowledge receipt of your request within 2 working days.
4. A re-investigation will then commence, and all decisions will be reviewed. The findings will then be communicated in writing up a maximum of 28 days from acknowledgement of receipt of the appeal.
5. Any complaint regarding the level of teaching will be investigated by the Quality Assurance Manager and any decisions by the Quality Assurance Manager regarding the quality of teaching provision will be final.
6. If the complaint involves an external body such as Awarding Bodies, then the complaint should be directed towards the relevant awarding body who will then follow their internal procedures to deal with this complaint.

## Monitoring and Review

All received complaints will be reviewed on a quarterly basis by Milltech Training Ltd. As part of the Quality Review Meetings, the number of complaints logged and any observable trends will be discussed in detail and an appropriate plan of action to rectify the situation will be created.

This procedure will be reviewed on an annual basis, or when necessary dependent upon circumstance(s) by the Quality Assurance Manager and the Managing Director of Milltech Training Ltd.

Date of Review	Actual Review Date	Print Name	Signed
5 <sup>th</sup> January 2021	5 <sup>th</sup> January 2021	M Clelland	
		S Bent	