



Complaints Policy

Manara Training

Manara Training is the trading name of Manara Solutions Community Interest Company

Version: 1.0

Date: 18 January 2026 Review date: 18 January 2027 Approved by:

Directors, Manara Solutions CIC (trading as Manara Training)

1. Policy Statement

Manara Training is committed to delivering high-quality, respectful and professional training. We recognise that concerns or complaints may arise and view them as an opportunity to learn, improve and strengthen our practice.

As a lived-experience-led organisation, we are committed to responding to concerns with transparency, fairness and respect.

This Complaints Policy sets out how complaints will be raised, managed and responded to proportionately.

2. Scope of the Policy

This policy applies to complaints made by:

- Training participants
- Client organisations or commissioners
- Partners or collaborators
- Contractors or associates

It covers complaints relating to:

- Training delivery or content
- Behaviour or conduct of representatives
- Professional standards
- Communication or administration

This policy does not replace safeguarding procedures. Safeguarding concerns must be managed in line with the Safeguarding Policy.

3. What Is a Complaint?

A complaint is any expression of dissatisfaction about:

- The quality or delivery of training
- The conduct or behaviour of a Manara Training representative
- A failure to meet agreed standards or expectations

Where possible, concerns should be raised informally in the first instance.

4. Informal Resolution

Manara Training encourages concerns to be raised informally where appropriate. This may include:

- Raising the issue directly with the trainer
- Contacting Manara Training shortly after delivery

Many issues can be resolved quickly through open discussion.

5. Formal Complaints Procedure

5.1 How to Make a Complaint

Complaints should be submitted in writing and include:

- The nature of the complaint
- Relevant dates, times and people involved
- Any steps already taken to resolve the issue

Complaints should be sent to:

Directors, Manara Training

 info@manaratraining.co.uk

Complaints can be submitted in alternative formats where required to support accessibility.

5.2 Acknowledgement

- Complaints will be acknowledged within 5 working days
- The complainant will be informed of next steps

5.3 Investigation and Response

- Complaints will be reviewed by a Director not directly involved in the matter, where possible
- Relevant information will be gathered
- A written response will be provided within **20 working days**, or an update given if more time is required

Possible outcomes include:

- Explanation or clarification
- Apology
- Action to improve practice
- Changes to delivery or procedures

Where a complaint is not upheld, the reasons for this decision will be clearly explained to the complainant.

Manara Training reserves the right to manage vexatious or malicious complaints proportionately.

6. Complaints Involving Safeguarding or Serious Misconduct

If a complaint raises safeguarding concerns or serious misconduct:

- It will be managed under the Safeguarding Policy
- External agencies may be informed where appropriate
- Immediate action may be taken to reduce risk

7. Complaints About Directors

Where a complaint concerns a Director:

- The complaint will be reviewed by the other Director
- Where both Directors are involved, the complaint may be escalated to an independent external advisor or relevant authority

8. Confidentiality and Fairness

- Complaints will be handled sensitively and confidentially
- Information will be shared on a need-to-know basis
- No individual will be treated unfairly for raising a complaint

9. Record Keeping

- All formal complaints will be recorded securely
- Records will include actions taken and outcomes
- Records will be retained for a minimum of **seven years**

10. Review and Learning

Manara Training is committed to learning from complaints. Themes and learning points will be reviewed and used to improve training delivery and organisational practice.

Approval and Sign-off

This Policy is approved and adopted by **Manara Solutions Community Interest Company, trading as Manara Training.**

Name: Shereen Lawrence

Role: Director

Signature:



Date: 18/01/2026

Name: Bob Mugisha

Role: Director

Signature:



Date: 18/01/2026