



# 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](mailto: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