

POLICY DOCUMENT

Policy Title: Complaints

Policy Number: 04

Effective From: 06 January 2024

Review Date: 04 January 2026

OUR RESPONSIBILITIES

MedCare247 is dedicated to delivering a high-quality service for apprentices, learners, clients, and the wider community.

We will ensure that legitimate complaints are managed fairly, promptly, and objectively. No apprentice or learner will be disadvantaged for raising a concern, and all complaints will be handled without recrimination.

Everyone will be treated with fairness regardless of age, gender, ethnicity, or disability. Complaints will be managed confidentially, though details may be shared with individuals who are the subject of a complaint. Outcomes will be shared with both the complainant and relevant staff. If a complaint is found to be malicious, disciplinary action may be taken.

The Head of Learning & Development is responsible for overseeing this Complaints Policy. All learners will be informed of this individual during induction.

SCOPE OF COMPLAINTS PROCEDURE

This procedure covers complaints arising from:

- Delivery or lack of delivery of education and training services, including teaching, course content, tutoring, assessment, feedback, and learner support.
- Incorrect or misleading information about services provided by **MedCare247**.
- Delivery or lack of delivery of support services provided by **MedCare247**, including fee administration (where applicable), enrolment, accommodation, health and safety, and learner resource services.
- Unacceptable actions or behaviour by MedCare247 Learning & Development staff or other apprentices/learners.

Separate procedures exist for:

- Apprentice/Learner Discipline
- Assessment Appeals

HOW TO COMPLAIN

All complaints must be submitted in writing to the Head of Learning & Development.

Support is available for anyone involved in a complaint, including:

- Representation from a parent, guardian, friend, or supporter
- Assistance with completing the written complaint

INFORMAL RESOLUTION OF COMPLAINTS

Many concerns can be resolved informally through discussion with the appropriate member of staff. Initial complaints may be made orally or in writing. Staff receiving the complaint should respond within **10 working days**, either orally or in writing.

Staff are expected to handle all concerns with tact and courtesy. If the complainant is not satisfied with the outcome, they will be directed to the formal procedure.

FORMAL PROCEDURE

A formal complaint should be submitted **within 5 working days** of the incident or of receiving a response to an informal complaint. In exceptional cases, a longer timeframe may be considered.

Formal complaints must be sent to the Head of Learning & Development. If the complaint concerns this individual, a senior manager will be appointed to oversee the process.

Complaints will be logged, and receipt will be acknowledged within **5 working days**.

The Head of Learning & Development will conduct an initial assessment within **5 working days**. Most complaints will be referred to the appropriate staff member for investigation; more serious or complex matters may be investigated directly by the Head of Learning & Development.

An appropriate manager will investigate the complaint, which may include interviews with the complainant, respondent, witnesses, or anyone relevant to determining the facts. A summary will be reported to the Head of Learning & Development within **10 working days** of the initial assessment.

The Head of Learning & Development will record the outcome and either arrange a meeting or issue the decision in writing. Written confirmation of the outcome will be provided to all involved.

If the complaint concerns a learner, they will be offered support during any meeting. Learners are encouraged to bring a supporter. Vulnerable adults and learners under 16 must be accompanied by a care worker or chosen advocate. The Head of Learning & Development must be notified of this requirement.

Formal complaints should be resolved within **25 working days** of receipt. If a delay is necessary, all parties will be informed.

The decision will be final, without prejudice to any legal rights held by the complainant.

REVIEW OF THE COMPLAINTS POLICY AND PRACTICE

The Senior Management Team will review the Complaints Policy annually, considering:

- Number of complaints by type
- Processing timeframes
- Outstanding complaints
- Complaint outcomes
- Appeal results
- Analysis of complaints by age, gender, and ethnicity

If changes are required, the policy will be updated and all staff and learners will be informed.

All complaints will be retained for three years for audit purposes.

ADDITIONAL GUIDANCE

1. Complaints can be resolved quickly if raised promptly with the administration department or the relevant assessor/tutor. Apprentices and learners are expected to seek local resolution first.
2. Complaints should normally be made within **15 days** of the incident or concern.
3. Formal complaints to the MedCare247 General Manager should be made within **15 days** of the last attempt at local resolution.
4. Complaints submitted outside the 15-day timeframe may not be progressed unless exceptional circumstances apply.
5. Formal complaints to the General Manager will be handled seriously and objectively within **5 working days**.
6. Complainants may present the details of their complaint to the General Manager and, if necessary, to the company directors. Records will be maintained and shared with the complainant.
7. Complaints escalated to senior management will be handled seriously and objectively within **5 working days**.
8. Decisions regarding non-academic complaints will be made by a senior manager or, when escalated, by the company director.
9. If a complaint is serious enough to require external intervention, the company directors will be informed promptly and appropriate authorities will be contacted.
10. Academic appeals may be escalated to the company directors, who will review the evidence, conduct interviews, and issue a final decision.

-
11. Mitigating circumstances will be considered when determining academic appeals.
 12. If an academic appeal requires external intervention, relevant awarding or accreditation bodies will be engaged without delay.
 13. When both a complaint and an academic appeal are submitted simultaneously regarding the same issues, MedCare247 will review the complaint first, as its outcome may inform the appeal.