



Complaints and Comments Policy

This document sets out the complaints and comments policy of MBKB.

MBKB promote this policy to all team members, employers, apprentices and third parties.

MBKB are committed to ensuring our high level of service to all our clients, this document should be read in conjunction with our service level standards.

All staff are trained on this policy at induction, they are also issued with our team handbook and copy of all our policies and protocols. At every team meeting we relay any relevant comments and complaints and use them as tools to improve and enhance delivery and service.

Within our Onboarding phase for apprenticeship commencement we issue and explain our complaints and comments policy as part of our detailed induction, to both the Apprentice and Employer; a copy of our policy is also stored in the e-portfolio system we use.

How to Contact MBKB:

You can contact MBKB by various methods. You will have been given full contact details for MBKB when completing the Contact Hierarchy, at the onboarding phase.

A full copy of all MBKB Team contact details is also stored online here
<http://www.mbkbgroup.com/policies2.html>

Our Head office contact details are 01384 254674 or 07717 767679

We have three independent emails which can be used for either comments or complaints, these are detailed here.

train@mbkbgroup.com – This is managed by our business development team who will deal with the enquiry within 48 hours and pass on the relevant person to deal with, primarily for new business enquiries.

feedback@mbkbgroup.com - This is managed by our admin team who will deal with the enquiry within 48 hours and pass on the relevant person to deal with, this email is mainly used for generic questions or queries.

welfare@mbkbgroup.com – This is permanently monitored and dealt with by our safeguarding manager, within several hours. This is for use for serious and/or urgent matters.



You may also contact us via any of our social media channels which can be found using @MBKBTraining

Complaint Procedure

The first thing to state is that this procedure regards statements from anyone connected with MBKB including apprentices, employer, careers offices, funding bodies, awarding bodies and our own staff. Once a comment or complaint is made the member of staff taking the comment should immediately complete an email to mark@mbkbgroup.com, which will raise the matter with the CEO, who then has full responsibility to deal with the matter. Depending upon the nature of the comment / complaint, appropriate action will be taken to resolve the issue as swiftly and efficiently as possible

Stage 1. All documentation and correspondence used will be located within the encrypted comment file. The CEO will instigate a full investigation and prepare an action plan to resolve the issue raised. Assuming the action plan is accepted by all parties, a further visit will be planned for one month after completion of the action plan to ensure the matter has been effectively resolved.

All resolved complaints are discussed at Team meetings to ensure we learn from them, they also feed formally into our Self-Assessment and Quality Improvement Plans (Irrespective of which stage/ escalation they reach)

Stage 2. If the matter has not been sufficiently resolved at this point, or if the Action plan is not accepted by the person registering the claim, stage 2 is reached. At Stage 2 a further investigation is carried out by the Chief Executive. At this investigation the proposed options at stage 1 are also discussed and a further plan to achieve resolution is put together. Assuming this is agreed, a follow up investigation is carried out one month after the conclusion of the action plan, to ensure full closure of the issue. If agreement cannot be reached at Stage 2, we may involve the either the ESFA (funding body), awarding body, or our board of governors, so they may mediate in the matter to offer alternative solutions, agreeable by all parties.

If a complainant is not satisfied with the final decision that is made by MBKB Ltd regarding their complaint, they may complain to the relevant awarding or funding body using their procedure and furthermore if the learner still remains unhappy, the learner can raise their complaint to the Qualification Regulator who's decision is final, for qualification based complaints, or DFE for funding/ service based complaints.

Stage 3. Should it be necessary to escalate to stage 3 full contact details of the appropriate awarding body contacts will be issued at that time. Below we have listed the ESFA contact details, who will accept email or post.

ESFA complaints team - complaints.ESFA@education.gov.uk or



Complaints team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road
Coventry, CV1 2WT.

The ESFA will reply to let you know what will happen next. If you're unhappy with the ESFA response, you can [contact the Department for Education](#) if you're unhappy with how the ESFA has dealt with your complaint.

We continually strive to surpass all your service requirements and assure you of our 100% commitment to rectifying all and any issues, queries, comments or complaints, furthermore to use them to ensure the same issues do not arise again.

Name - Mark Bremner

A handwritten signature in black ink, appearing to be 'Mark Bremner'.

Date...09/05/2019