



## **P018 - Complaints Policy**

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

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. 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 link to our website with access to all MBKB policies is also stored in the e-portfolio system we use.

### **How to contact MBKB:**

You will have been given full contact details for MBKB when completing the onboarding phase, which will include your Tutor and their Operations Manager's contact details.

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 below.

[train@mbkbgroup.com](mailto:train@mbkbgroup.com) – This is managed by our Business Development Team who will deal with the enquiry within 48 hours and pass on to the relevant person to deal with, primarily for new business enquiries.

[feedback@mbkbgroup.com](mailto: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](mailto:welfare@mbkbgroup.com) – This is permanently monitored and dealt with by our Safeguarding Manager within several hours. This is used for serious and/or urgent matters.

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

@MBKBTraining



## **What is a complaint?**

A complaint is a comment made in relation to your programme, service received or any interaction with MBKB or its team members.

We welcome all feedback and would strongly encourage you to use our complaints procedure with any areas of concern you may have pre, during and post programme.

All complaints are treated swiftly, fairly and utilised to drive our quality and performance. No matter how minor you feel it may be, we would like to know so we can fix it.

## **How to raise a complaint?**

To raise a complaint, you can use several methods, as listed here.

- 1) Email - sent to either your Tutor or their Operations Manager
- 2) Red rating and comment on Smart Assessor feedback (your online portfolio)
- 3) You may email one of our directors: Danielle Holland (Operations Director) for delivery, Adam Bristo (Business Development Director) for new starts/onboarding or Sarah Watkins (Commercial Director) for commercial training.  
[danielle@mbkbgroup.com](mailto:danielle@mbkbgroup.com)  
[adam@mbkbgroup.com](mailto:adam@mbkbgroup.com)  
[sarah@mbkbgroup.com](mailto:sarah@mbkbgroup.com)
- 4) Message via website

Please include your full name, contact details and the reason for the complaint.

## **How is the complaint dealt with?**

Our Chief Operating Officer (COO) has ultimate responsibility for all complaints, you can rest assured irrespective of which route you utilise to raise a complaint, internally this will be forwarded and monitored by our COO.

### **Stage 1:**

**Step 1** – The recipient of your complaint will acknowledge your complaint within 48 hours and outline a timeline for investigation, dependent upon the scale and size of the complaint. This will be communicated through the initial response within 48 hours for transparency.

**Step 2**- The scale and size of the complaint will determine whether the recipient deals directly with the complainant, the complaint will be investigated, an invite to an initial meeting will be sent. This



meeting will usually take place no more than five working days following the initial response from MBKB. Given the scope of any complaint this may be amended in agreement with the complainant.

**Step 3** - Upon conclusion of the full investigation a further meeting with the complainant will take place, an Action Plan to resolve the issue raised will be agreed and implemented, the Action Plan inclusive of timelines per action will include the intended result. The timeline for these actions will be agreed by both parties.

**Step 4 - (Action Plan accepted)** - Action Plan is accepted by all parties. MBKB carries out remedial actions and books a further visit for one month post completion of the Action Plan timeline, to ensure the matter has been effectively resolved.

**Step 4 - (Action Plan not accepted)** – Complaint is escalated to Stage 2.

*All resolved complaints are discussed at management 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 Stage 1, or if the Action Plan is not accepted by the person registering the claim, stage 2 is reached.

**Step 5** – The COO/CEO will acknowledge receipt of a Stage 2 complaint within 48 hours of receipt and arrange a date/time to chair an initial meeting.

**Step 6** - The COO/CEO will review all evidence and minutes of meetings and may carry out additional investigation. This will be completed within five days and communicated with the complainant, where this may take longer given the scope of the review this will be agreed with the complainant for full transparency.

**Step 7** - Upon conclusion of the COO's/CEO's review. A Stage 2 Action Plan is created, a further meeting is booked.

**Step 8 (Stage 2 Action Plan accepted)** - Action Plan is accepted by all parties. MBKB carries out remedial actions and books a further visit for one month post completion of the action plan timeline, to ensure the matter has been effectively resolved.

**Step 9 - (Stage 2- Action Plan not accepted)** – Complaint is escalated to Stage 3

### **Stage 3**

We offer three escalation routes, to involve either the ESFA (funding body), EPAO/Awarding body, or the MBKB Board of Governors. Should this stage be necessary we will forward all our investigation and findings to the party you choose and liaise with them to seek an agreed resolution with you.



Should it be necessary to escalate to Stage 3 full contact details of the appropriate Board or Governors, EPAO/Awarding body contacts will be issued at that time.

Alternatively, below we have listed the ESFA contact details who will accept a complaint by email or post.

ESFA complaints team - [complaints.ESFA@education.gov.uk](mailto: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.

This policy along with our other key policies and protocols can be found here

<https://mbkbgroupp.com/policies/>

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.

This policy will be reviewed annually as part of our self-assessment process.

Name – Lisa Elcocks

A handwritten signature in black ink, appearing to be 'Lisa Elcocks', written in a cursive style.

Date...26/10/2023