



# MKC Training

## COMPLAINTS, COMPLIMENTS AND APPEALS POLICY & PROCEDURE

Effective Date	March 2019
Review Date	October 2024
Next review Date	October 2026

<b>Title</b>	Complaints, Compliments and Appeals Policy & Procedure			<b>Ref. No</b>	WI16
<b>Approved by</b>	R Ingram	<b>Date</b>	21/10/2024	<b>Issue</b>	6

## 1. Introduction

1.1. This policy outlines the methods and stages through which learners and other stakeholders can make a complaint or compliment relating to the service provided by MKC Training, or to appeal against an assessment decision. MKC Training aims to use all complaints, compliments and appeals to further improve the service provided.

## 2. Scope and Aim of Policy

- 2.1. This policy applies to all learners, employers and other stakeholders who engage in training services directly with MKC Training, or for training delivery where MKC Training is the named approved centre.
- 2.2. It does not apply to trainees on military training courses at the Royal School of Military Engineering and associated sites. In this instance, the Defence Systems Approach to Training DSAT JSP822 policy and local training quality arrangements, including the Supervisory Care Directive are applied.
- 2.3. MKC Training is committed to providing a quality service for all learners, employers and other service users. It is our aim to work in an open and accountable way that can build trust and respect with our stakeholders.
- 2.4. We strive to improve the service offered by listening and responding to the views of all stakeholders. More importantly, we aim to ensure that we respond positively to complaints and appeals by putting mistakes right.
- 2.5. Our Learner Feedback system is a key mechanism through which learners can raise a compliment or complaint.
- 2.6. Any learners who are dissatisfied with our response following their feedback, may choose to take advantage of the complaints system.
- 2.7. The formal complaint process is not open to:
  - Those learners who have already pursued the matter and failed their final appeal.
  - Any former learner or graduate who fails to lodge a complaint within three months of completing or ceasing their studies.
- 2.8. The appeals system is also for learners who wish to challenge any aspect of the assessment process.

## 3. Policy Statement

- 3.1. MKC Training aims to provide an excellent service to all its learners and to continuously improve the quality of its provision. Therefore, we aim to ensure that:
  - Making any type of complaint or appeal is an easy and accessible process.
  - We deal with all complaints / appeals promptly, politely and, when appropriate, confidentially.
  - Responses are made in an appropriate way for the complaint received - for example, with an explanation, or an apology where we have got things wrong, or information on any

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action taken.

- We learn from complaints / appeals, use them to improve our service, and review regularly our complaints policy and procedures.
- Where a complaint highlights a safeguarding issue, our Safeguarding Officer is notified promptly, and the associated procedure is enacted.

**NOTE** – further internal guidance on complaint handling, including roles and responsibilities and process is available at:

Annex A ‘Complaints handling framework guidance’ of [BP04 – Non-conformance, Complaints & Continuous Improvement](#)

#### 4. Procedures – Complaints

##### Stage 1 (informal resolution)

- 4.1. Through onboarding and training delivery, learners are encouraged to raise concerns or issues with trainers in an attempt to resolve it quickly. This ensures that any dissatisfaction arising from misunderstanding can be dealt with quickly to all parties’ satisfaction.
- 4.2. If the complainant feels they cannot raise their concern with the trainer / member of staff in question, they should make their complaint to the relevant Training Manager or Training Coordinator who will then try to achieve a satisfactory resolution.
- 4.3. The Learner Feedback process also provides the opportunity for learners to raise concerns at the end of every course or phase of training.

##### Stage 2 (formal resolution)

- 4.4. If the complainant feels their issues have not been addressed at the informal stage, then they should make a formal complaint.
- 4.5. The form of the complaint may be received in a range of formats. Where it is helpful to the complainant (in terms of structure or accessibility), they can complete the Complaints / Appeals Form. This can be found in Appendix A of this document on the company website or ISO 9001 Quality Management System (QMS)
- 4.6. Complaints or completed forms should be sent to:
  - Email [courses@mkctraining.com](mailto:courses@mkctraining.com)
  - Phone 01634 383080
- 4.7. When a complaint is received, the Head of Training Support & Development will be notified, typically by the Client Experience Lead.
- 4.8. Training Support & Development will log the complaint using the IM10 – Improvement Log within MKC Training’s ISO 9001 QMS. The QMS will be used to retain documented information relevant to the complaint, investigation and resolution.
- 4.9. The Head of Training Support & Development (or nominated deputy) will acknowledge the complaint within 3 working days.
- 4.10. It is the responsibility of the training delivery team, supported by the Client Experience Lead

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and Training Support & Development team, to resolve the complaint.

4.11. All complaints are expected to be resolved within 10 working days. In exceptional circumstances, this may take a longer, but the complainant will be informed that this is the case within 10 working days and kept informed of further progress.

**Stage 3 (formal resolution)**

4.12. Where a complainant is not satisfied with the result following stage 2 of the investigation, it will be passed to the Head of Training Support & Development or other designated Executive Leader.

4.13. The Head of Training Support & Development or other designated Executive Leader will review the findings of the original investigation and decide whether there are sufficient grounds for further review within 10 working days of the conclusion of stage 2.

4.14. The outcome of the review will either be:

- No further action as the Head of Training Support & Development or other designated Executive Leader agrees with the outcome of the original investigation
- Initiation of a new investigation.

**5. Procedures – Appeals**

5.1. All learners must have access to a responsive appeals system. It is important for an assessment team to consider appeals and to improve, where appropriate, the assessment system. The consideration of appeals that are made will help Internal Quality Assurance (IQA) staff to monitor the assessment process and improve it where appropriate. This process contributes to the standardisation of assessment and therefore, all parts of the IQA process.

5.2. Learners can appeal against the following:

- **The assessment plan** – the learner can appeal if they do not agree with the suggested methods, location, time and criteria.
- **The assessment** – the learner has the right to appeal if they feel that the assessment differed from what was agreed on the assessment plan, or they feel that they did not receive a fair assessment.
- **The assessment decision** – the learner can appeal if they feel the assessor’s judgment was unfair.

5.3. The three stages of the appeals process are summarised in Annex B.

**Stage 1 (informal resolution)**

5.4. Concerns with the assessment process should be raised with the trainer or assessor to resolve the issue quickly.

5.5. If the learner feels they cannot raise their concern with the member of staff in question, they should make their appeal to the relevant Training Manager or Training Coordinator who will then try to achieve a satisfactory informal resolution.

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**Stage 2 (formal resolution)**

- 5.6. If the trainee feels their concerns have not been addressed at the informal stage, then they should make a formal appeal.
- 5.7. The form of the appeal may be received in a range of formats. Where it is helpful to the person raising the appeal (in terms of structure or accessibility), they can complete the Complaints / Appeals Form. This can be found in Appendix A of this document on the company website or ISO 9001 Quality Management System (QMS)
- 5.8. Appeals or completed forms should be sent to:
  - Email [courses@mkctraining.com](mailto:courses@mkctraining.com)
  - Phone 01634 383080
- 5.9. Training Support & Development will log the appeal using the IM10 – Improvement Log within MKC Training’s ISO 9001 QMS. The QMS will be used to retain documented information relevant to the appeal, investigation and resolution.
- 5.10. The Head of Training Support & Development (or nominated deputy) will acknowledge the appeal within 3 working days.
- 5.11. It is the responsibility of the training assessment and IQA team, supported by the Client Experience Lead and Training Support & Development team, to resolve the appeal.
- 5.12. All appeals are expected to be resolved within 10 working days. In exceptional circumstances, this may take a longer, but the learner will be informed that this is the case within 10 working days and kept informed of further progress.

**Stage 3 (formal resolution)**

- 5.13. Where a learner is not satisfied with the result following stage 2 of the investigation, it will be passed to the Head of Training Support & Development or other designated Executive Leader.
- 5.14. The Head of Training Support & Development or other designated Executive Leader will review the findings of the original investigation and decide whether there are sufficient grounds for further review within 10 working days of the conclusion of stage 2.
- 5.15. The outcome of the review will either be:
  - No further action as the Head of Training Support & Development or other designated Executive Leader agrees with the outcome of the original investigation
  - Initiation of a new appeal. It is likely that the new appeal will involve quality assurance representatives from the Awarding Organisation.

**6. Awarding Organisation notification**

- 6.1. It is the responsibility of the Head of Training Support & Development (or nominee) to notify the relevant Awarding Organisation of the outcome of formal (stage 2 or 3) complaints and appeals.

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6.2. This will typically take the form of the complaint/appeals form and related records retained as documented information within the QMS. This will be made available for External Quality Assurance (EQA) review.

## 7. Compliments

7.1. Where MKC Training has exceeded expectations, the Learner Feedback system, or emails to the TQI Division ([MKC.Training.tqi@midkent.ac.uk](mailto:MKC.Training.tqi@midkent.ac.uk)), are used to tell us how we have done this. We will then share this best practice to improve our services in other areas and aspects of training life.

## 8. Promoting the policy

8.1. Learners will be informed about the complaint, appeal and compliment process through onboarding systems, at induction and during assessment activities.

8.2. The policy is available via the MKC Training Website and ISO 9001 QMS.

8.3. Flow charts summarising the complaints and appeals process (Annex B) will be displayed in classrooms and assessment areas.

## 9. Continuous Improvement

9.1. Typically, a 'lessons learned' activity will be initiated following formal complaints and appeals.

9.2. It is the responsibility of the Head of Training Support & Development and Client Experience Lead to agree whether the complaint or appeal warrants this activity.

9.3. Outcomes of the lessons learned activity will be retained as documented information in the ISO 9001 QMS.

## 10. Associated Policies, Procedures and Documentation

- POL01 – Quality Policy
- F10 – Complaint / Appeal / Compliment Form
- IM10 – Improvement Log
- BP04 – Non-conformance and Continuous Improvement
- BP02 – Management Review
- TQI01 - Quality Assurance and Improvement procedures
- TQI09 – Internal Quality Assurance Process
- WI11 - Course Evaluation procedures

## 11. Monitoring

11.1. All complaints are monitored by the Executive Team and monitoring reports are provided at least annually through the ISO 9001 Management Review process

## 12. Policy Validity

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12.1. This policy is due for review in October 2026.

### 13. Policy Owner and Reviewer

13.1. The Senior Manager responsible for this policy is the Head of Training Support & Development.

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## Complaints and Appeals Process

A complaints and appeals process exists, allowing you to raise an issue or complaint to do with your training. You can complain about any aspect of your training that fails to meet your expectations.

You can make an appeal against the following:

- **The assessment plan** – you can appeal if you do not agree with the suggested methods, location, time and criteria.
- **The assessment** – you can appeal if you feel that the assessment differed from what was agreed on the assessment plan or you feel that you did not receive a fair assessment.
- **The assessment decision** – you can appeal if you feel the assessor's judgment was unfair.

### Stage 1 Informal

- You raise the concern with your trainer (Assessor)
- The Assessor attempts to resolve the issue with you
- If not resolved to your satisfaction, the process moves to stage 2

### Stage 2 Formal

- You should send your complaint to [courses@mkctraining.com](mailto:courses@mkctraining.com) or 01634 383080.
- You can use the MKC Training Complaint / Appeals form if you wish.
- We will attempt to resolve the complaint / appeal within 10 working days of receiving the form
- If not resolved, the process moves to stage 3

### Stage 3 Formal

- The complaint / appeal will be passed to the Head Training Support & Development.
- They, or another Senior Management representative will complete a review.
- The Awarding Organisation will be informed as appropriate.
- You will be informed of the final decision in writing within 10 working days of the conclusion of stage 2