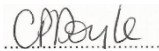


## Complaints Policy

### Version 3.1

This document sets out the Complaints Policy for Magic Beans Group Limited

Document Responsibility	<i>CEO</i>		Created	<i>11/01/2022</i>
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## Contents

Complaints Policy .....	1
Introduction .....	3
Complaint Received .....	3
<b>What is the complaint about?</b> .....	3
Who to file complaints to .....	4
Complaints Procedure .....	4
<b>Complaints Investigator to resolve complaint within 4 weeks or provide a holding response.</b> .....	4
Complaints Resolution .....	4
<b>Complainant to continue liaison with Complaints Investigator or refers to Quality and Compliance Director</b> .....	5
<b>Complaints Investigator to issue final response</b> .....	5
<b>Complaints Investigator to liaise with Quality and Compliance Director for final outcome</b> .....	5
Policy Revision and Review .....	5

## Introduction

Magic Beans Group prides itself on offering a high quality of service however on occasions where issues or complaints are raised, we will follow a professional and efficient process that seeks to resolve any complaints as quickly and effectively as possible.

We take every complaint seriously and work to a high standard to ensure resolution as quickly as possible.

A copy of this complaints policy can be found on the website;

<https://www.qdostraining.com/policies-procedures/>

For any assessment decisions relating to qualifications (including Assessor, IQA or EPAO) – the policy for Appeals procedure must be followed at all times – Please see MBG004.

## Complaint Received

Complaint is received by the organisation via telephone (0116 2044170)/ by e-mail (cherry@qdostraining.com)/ in writing (Cherry Hadfield, Quality and Compliance Director, Qdos Training Ltd, Byron House, Commercial Street, Mansfield, NG18 1EE)/ via website (<http://www.qdostraining.com/contact-us/>).

Complaint issued to Quality and Compliance Director or in their absence to the CEO.

All complaints will be treated in the strictest confidence and held within our secure database for safeguarding and complaints indefinitely.

## What is the complaint about?

This list could include but is not exhaustive;

- Other learners/apprentices
- Resources at Magic Beans Group
- Course content
- Staff member
- Grants
- Information provided
- Customer service
- Scheduling of training
- Lack of contact from Magic Beans Group

The Quality and Compliance Director will decide on the appropriate staff member to resolve the complaint, but the Quality and Compliance Director remains the overall owner of the complaint until resolution.

All complaints to be acknowledged and initial investigation to commence within 5 working days of receipt of the complaint. All information provided will be held in strictest confidence.

## Who to file complaints to

If, from the initial contact with the complainant, the complaint has not been resolved within one business day, pass the complaint details to the relevant manager, and provide all information and/or documentation relating to the complaint.

Complaints about Safeguarding, Equality and Diversity, Health and Safety and Prevent are to be forwarded to the Designated Safeguarding Officer to deal with on the same day as the complaint is made. If DSO is not available, complaint to be forwarded to the Deputy DSO.

Complaints about communication, scheduling, Magic Beans Group member of staff, facilities will be dealt with by the Quality and Compliance Director.

Complaints about apprenticeship employer, apprentice, assessor, assessment decision is to be forwarded to CEO (clare@qdostraining.com).

Complaints about Traineeship placement from learner or employer is to be forwarded to the Academy Director Jodie Lofley (jodie@qdostraining.com).

## Complaints Procedure

Update the complaint details on the Complaints database, ensure any relevant documentation is attached to the complaint record, ensure that throughout dealing with the complaint that the database is kept up to date.

### Complaints Investigator to resolve complaint within 4 weeks or provide a holding response.

The Complaints Investigator will resolve the majority of complaints within four weeks, providing the complainant with a final response and ensuring regular updates are provided to the complainant where relevant.

If, however, the complaint is complex and taking longer to resolve, a holding response will be sent to the complainant explaining the situation and informing the complainant when further contact will be made (which would be within 8 weeks of the receipt of the complaint).

More complex complaints may require to be forwarded to the Quality and Compliance Director.

All correspondence issued to complaint to be attached to the Complaints database against the relevant complaint log.

## Complaints Resolution

Complaints Investigator will endeavour to resolve the complaint within eight weeks of receiving the complaint, providing the complainant with a final response.

If, however, the Complaints Investigator is unable to issue a final response, a holding letter will be issued explaining why the company is not yet in a position to provide a final response, the reasons for the delay, and informing the complainant when the company expects to be able to provide a final response.

All correspondence issued to complaint to be attached to the Complaints database against the relevant complaint log.

### Complainant to continue liaison with Complaints Investigator or refers to Quality and Compliance Director

If the complaint has not been resolved within 8 weeks, the complainant may continue to liaise with Complaints Investigator or contact the Quality and Compliance Director with the details of their complaint.

The Complainant should be provided with the copy of ESFA guidance on “How to make a complaint about a Training Provider”.

### Complaints Investigator to issue final response

Following investigation, the Complaints Investigator will issue their final response which includes notification to the complainant of their right to refer the complaint to the Quality and Compliance Director if they remain dissatisfied.

### Complaints Investigator to liaise with Quality and Compliance Director for final outcome

The Complaints Investigator will liaise with the Quality and Compliance Director, including providing them with the complaint details in preparation for their decision on resolving the complaint should the Complaints Investigator be unable to resolve the complaint.

The Quality and Compliance Director will liaise with Education and Skills Funding Agency, Ofsted, Awarding Bodies, or other stakeholders that may be involved with this complaint if relevant.

Throughout this process the Complaints Investigator must continue to log complaint details, supporting evidence and updates on Complaints log.

The Quality and Compliance Director to monitor the Complaints Logs for trend analysis in order to identify any systemic issues/trends arising from complaints received and ensure corrective action and continuous improvement is actioned.

Where a complaint remains unresolved following the appeals procedure, the relevant Awarding Organisation, as described above, will be involved. Following their own procedure, if the complaint remains unresolved, the relevant Qualification regulator will be contacted.

## Policy Revision and Review

Version No	Revision Description	Section	Date of Revision	Approved By
3.0	Policy Format Update	All Policy Update	24/02/2023	CEO