

MJTS Complaints Policy

Policy Statement

Michaeljohn Training School (MJTS) are committed to ensure a positive and effective working environment and working practices where people are treated fairly and with respect, in line with our Equality Policies. MJTS is committed to providing high quality training and services of Traineeship and Apprenticeship delivery to all learners and employers. **Employer, learner, employee, user and stakeholder (complainant)** feedback is important in enabling MJTS to provide high quality Apprenticeships and Traineeships and we welcome feedback at all times.

As a provider of government funded apprenticeship delivery, we welcome the opportunity to resolve any complaints that may arise from **The Complainant** accessing MJTS programmes and services. We will treat all complaints in an appropriate manner, with transparency and fairness in seeking to resolve the complaint for the benefit of all concerned. Employees of MJTS should refer to the **Staff Handbook** for further guidance and clarification of the procedure.

We recognise that there may be occasions where employers, learners, users and stakeholders may have concerns about our work, the working environment, working relationships or behaviour of others towards them. This may be through our working relationships or via accessing the services of MJTS. In such instances, we aim to be responsive to concerns when they are raised. We wish to hear of issues at the earliest convenience and to work cooperatively to seek resolve for the benefit of the complainant and MJTS.

The **Education and Skills Funding Agency (ESFA)** require all providers to provide employers, learners, users and stakeholders with a written complaints and dispute resolution policy and process. This policy addresses that requirement by setting out our commitment to resolve employers, learners, users and stakeholders' complaints and disputes and is made available on the [MJTS website](#) for all users.

MJTS understand that action taken as a result of complaints will support improvements in our service, communication and engagement with employers, learners, users and stakeholders, assisting us to improve the quality of our programme delivery and service.

1. Scope

This process is applicable to all complaints that an employer, learner, user and stakeholder may feel requires the attention of MJTS in relation to our provision or services. The complaints policy is complemented by an 'easy to follow' guidance for apprentices, underpinned at induction and further informed during programme delivery.

A 'simple English' document is available for apprentices, made available on the **learner section** of the [MJTS website](#).

1. Objectives

The desired objectives of the policy are:

- a) to resolve concerns at the earliest opportunity
- b) to ensure that the decision-making processes for complaints and disputes are fair and transparent to the complainant,

and



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c) to give all parties a clear procedure for escalating concerns that cannot be resolved at the level where they arise.

1. Complaints and dispute resolution procedure

a) Informal resolution

Employee Grievance and Complaints

It is expected that the majority of concerns will be resolved informally. We encourage employees in the first instance to discuss any issues with their manager. If an employee feels unable to approach their manager directly, they should either approach another manager or seek support from a Director, who will discuss ways of dealing with the matter and outline support mechanisms. Policies and procedures are accessible to all staff on the Quality Management System on the MIS. Timescales for how the organisation will proceed through grievance and complaints or informed within the **Staff Handbook**.

Employers, learners, users and stakeholders Complaints

In the event that any dispute arises between employers, learners, users and stakeholders affecting the services of MJTS, we encourage in the first instance to discuss any issues with the MJTS representative for Progress Reviews, the apprentice’s named assessor or a Manager of the Teaching & learning or Recruitment & Engagement Department. If an employer, learner, users and stakeholders feel unable to approach their MJTS representative or manager directly, they should seek support from a Director, who will discuss ways of dealing with the matter and outline support mechanisms. The parties shall discuss in good faith, a resolution to the dispute. This stage of informal resolve shall be actioned with aim to resolve within 5 working days.

There are Two Directors with dual responsibility for Equality and are the initial point of contact for complaints should an employee, employers, learners, users and stakeholders feel unable to approach an MJTS representative or manager.



Lesley McCormack: Managing Director
(Equality Officer)
Email: Lesley.mccormack@mj-training.co.uk



Simon Stuart: Operations Director
(Deputy Equality Officer)
Email: simon.stuart@mj-training.co.uk

Telephone +44 (0)161 819 2662

3. Complaints and dispute resolution procedure

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a) Formal resolution

Where a complaint has not been resolved within five working days, the employer may formally refer the dispute in writing to the Managing Director.

Lesley McCormack: Managing Director

Telephone +44(0)161 819 2662

Email: Lesley.mmcormack@mj-training.co.uk

The complainant Formal referral notice should include:

- the formal written complaint for the attention of Lesley McCormack
- sufficient details of the nature of the dispute or complaint
- copies of any supporting documents
- Comment of what steps have already been taken to resolve the dispute or complaint
- How? or what? action the complainant feels MJTS could take to resolve or address the complaint or dispute.

If applicable, please inform if there are any special circumstances which need to be taken into account, including any reasonable adjustments which either party wishes to make to the resolution process to ensure it is accessible and fair to those involved.

The Managing Director shall give attention to the formal complaint and contact the employer to discuss the dispute within five working days of the date of referral and attempt to resolve the dispute or agree the next steps for working out a solution and final decision.

If no resolution can be reached, you have a right to appeal the decision.

b) Right to appeal

Should an employer, learner, user or stakeholder feel the issue has not been resolved, they have the right to appeal to the **Finance Director Mike McCormack**. The complainant will be required to commit the reasons for appeal in writing to the Finance Director for consideration. The appeal will be considered, and the employer contacted within 5 working days, seeking resolve within a further 5 working days from initial contact.

This procedure is not intended to replace any agreement signed by the parties in connection with the apprenticeship (Commitment & Services Agreement). The procedure is supplementary to the exiting of any contractual arrangements between the parties. If there is any conflict between the terms of this procedure and the contractual documentation between the employer and provider, the contractual documentation of apprenticeship shall take precedence over the terms of this procedure.

1. Roles and Responsibilities

14. Relevant roles on behalf of Michaeljohn Training School are:

- The **Managing Director** or **Operations Director** are the initial point of contact for employers to raise issues and seek early resolution.
- **The Finance Director** is the Business owner and Contract holder of the Training Provider, ultimately responsible for monitoring implementation of the policy. Where there is a requirement of senior level resolution to a

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dispute as well as agreed changes to the agreements, it is with mutual consent of the employer that MJTS may make resolve.

- The Lead Contact for the Employer is the signatory of the **Employer Contract & Commitment Statement**. Normally the Business owner or business representative who will assume responsibility for oversight of the apprenticeship arrangements in the workplace and who MJTS will notify any such issues during the term of the apprenticeship agreement.

End Point Assessment (Awarding organisation)

As agreed and informed in the Contract Statement, the employer or apprentice acknowledges that MJTS does not exercise control over the End Point Assessment awarding organisations. If an employer or apprentice has a complaint about an End Point awarding organisation or the outcome of End Point Assessment, they should contact MJTS in the first instance to discuss the grievance/complaint and where applicable, MJTS will refer such issues to the relevant End Point Assessment Awarding Organisation.

The role of the Education Skills Funding Agency (ESFA)

In the event that the employer has been unable to resolve a complaint in accordance with the process set out in this procedure, the complainant may escalate their complaints in accordance with the ESFA complaints process which can be found at:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure#complain-about-a-post-16-training-provider-college-or-employer-we-fund>

Apprenticeship help desk: 08000 150400

e-mail: nationalhelpdesk@apprenticeships.gov.uk

Signed

Lesley McCormack: Managing Director

Date: April 2019

This policy will be reviewed annually as a minimum and impact assessed through the Single Equality Scheme

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