

MJTS SERVICE USER COMPLAINTS PROCEDURE

POLICY OVERVIEW

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.

Through this policy **Service users** refers to learners, employers, partners and associated agencies working in the sector of Traineeship and Apprenticeship programmes, provision and employment. Learners do have their own summary of the Complaints Procedure shared at Induction and available for learners on the student area of the [MJTS website](#) (available for registered learners).

Clients of the Training Salons should in the initial instance contact gayle.carrington@mj-training.co.uk or craig.anthony@mj-training.co.uk if they wish to make a complaint. If initial complaint is not resolved, they may use the complaints process as set out in this policy however, **complaints to the ESFA or Awarding organisation are not relevant to clients of the Training School as they are not funded by the ESFA nor undertaking a qualification with the awarding organisation.**

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.

Clients of the training salons should in the initial contact the Teaching & Learning department via the e-mail addresses given or by phone **0161 819 2552**.

PROCESS



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A complaint is an expression of dissatisfaction concerning Michaeljohn Training School product or service. Michaeljohn Training School takes all complaints extremely seriously and all staff are committed to rectify any problem as soon as it is brought to our attention. It is recognised that a service user who has a complaint dealt with to their complete satisfaction is likely to become a repeat service user.

At the point of service delivery, Michaeljohn Training School will deal with the initial approach from the service user and attempt to resolve the service user's concerns to the best of their ability and to the satisfaction of the service user.

Complaints will be responded to promptly, properly, fairly and consistently. Where there is an unavoidable delay, i.e. staff holiday, sickness etc., the service user will be informed of these and of the revised timetable or the procedure.

It is the aim of the organisation to settle complaints quickly and amicably. In complex cases, the complaint may take longer than ten working days to investigate. In these instances, the service user will still be notified within ten working days, in writing/email, of the progress to date, the reason for the delay, and the revised timescale.

Where a service user complains about a member of staff, the complaints procedure enables this to be investigated fairly, openly and thoroughly. Occasionally a complaint may lead to disciplinary action and appropriate information relating to the complaint may then be recorded in the staff member's personnel file. For reasons of data protection, the service user will not be informed of any disciplinary action taken.

1. RAISING A COMPLAINT

We ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to a manager in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to a manager then please contact a Director. In the first instance please contact via one of the following options:

Call: **0161 819 2552**

E-mail: simon.stuart@mj-training.co.uk

Write to **Simon Stuart: Operations Director**, Michaeljohn Training School, Atlantic House, Oldham Street, Manchester, M4 1LW

If your complaint relates to **Data protection**, please contact using the same details giving your full name, contact details, and include your preferred daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known).
- Any names of the people you have dealt with so far.
- Copies of any documentation or communications relating to the complaint.

Michaeljohn Training School asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. A member of the management/ senior management team shall contact you with 2 working days...



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2. RECORDING SERVICE USER COMPLAINTS

All verbal, electronic, or written complaints, and their outcomes, will be logged by the Quality Department so that records can be subsequently analysed and the following information produced: -

- The person/ organisation making the complaint and nature of complaint
- Dates of receipt and dates of responses.
- Outcome of complaints at each stage, i.e., upheld, not upheld, unresolved.
- Relevant details of the complainant to enable monitoring under equalities legislation.

Records of complaints form a basis from which we will improve our services. All complaints, and their outcome, will be fed back to the staff involved, who will be encouraged to use the information positively.

As an organisation we shall use complaints information:

- As an opportunity to find out about service users' problems and dissatisfaction.
- As a means of measuring the quality of the services we currently provide and service user satisfaction.
- To improve our services provided
- To identify any gaps or shortfalls in our provision or services
- To improve relationships with all our service users.

3. DATA PROTECTION

All information gathered or held regarding the personal or business affairs of our service users will be held in strict confidence, for the sole use of Michaeljohn Training School in meeting our objectives. No information will be released to a third party in a format that will allow identification, except with the express consent of the provider, or as may be required by law.

If in the event the complaint related to Data Protection, please email or write at:

E-mail: simon.stuart@mj-training.co.uk

Write to **Simon Stuart: Operations Director**, Michaeljohn Training School, Atlantic House, Oldham Street, Manchester, M4 1LW

All staff members must follow the service user complaint process to ensure that complaints and/or issues are being logged under Quality improvement, investigated and, if applicable, improvements are made to reduce the risk of complaints and/or issues occurring in the future.

Stage 1- Complaint received

- Staff member to take full contact details and nature of the complaint from the service user.
- Staff member to inform the appropriate manager or company director so we may contact the service user within 2 working days after receiving complaint.

Stage 2- Raising a Complaint

- Staff member to forward full details on to the management/ directors in order to investigate.

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Stage 3- Service user contact

- A manager or director will contact the service user in receipt of the complaint within 2 working days.
- Full details will be taken of the complaint/issues and a time scale agreed for investigation and resolution.
- The Quality Team will log the details and inform the relevant investigation.
- A letter/email will be sent from the Quality Team acknowledging the complaint with reference to an estimated time frame, along with a copy of the complaints policy.

Stage 4- Investigation

- The Manager/ director will conduct a full investigation into the complaint/issues which have been raised by the service user within 5 working days of the complaint being made.
- The MJTS complaints panel shall support with the investigation to ensure all issues are fully investigated and recorded.
- The service user shall be informed of updates to ensure timely completion of the complaint.

Stage 5- Outcome (if necessary)

- The Investigation findings will be passed to the Senior Management (complaints panel)
- Senior Management (complaints panel) will make a judgment based on the investigation findings and come to a conclusion.
- The Senior Management will then inform both the relevant staff and manager(s) with an outcome.

Stage 6- Resolution

- The manager/ senior management will communicate with the service user the outcome of the investigation via telephone/email/face to face contact within 10 working days.
- The service user shall be informed in writing of the investigation findings and outcome.
- The Operations Director will update complaints log and any actions established from investigation will be discussed with senior management upon conclusion.

4. APPEALING AFTER AN INITIAL COMPLAINT HAS BEEN RAISED

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to the Finance Director.

Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Finance Director will investigate in full and respond to you within 10 working days.

The Finance Director can be contacted on:

Name: Michael McCormack

Call: 0161 819 2552

Email: gabby.mccormack@mj-training.co.uk

 [michaeljohntraining](https://www.facebook.com/michaeljohntraining)

 [mjts_manchester](https://www.instagram.com/mjts_manchester)

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This will be the final route of escalation within our organisation. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your programme of learning and achieving your qualification

then please contact the Awarding Organisation directly.

5. COMPLAINTS ESCALATION TO OTHER FUNDING/AWARDING BODIES

If the complaint raised is in regard to an ESFA funded learner and the service user is not happy with the outcome of the Michaeljohn Training School investigation the service user may wish to contact the ESFA at

ESFA complaints team

Complaints.ESFA@education.gov.uk

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

If the complaint raised concerns the qualification and the service user is not happy with the outcome of the Michaeljohn Training School investigation, the service user may wish to contact the awarding organisation ITEC/ VTCT at:

VTCT, Aspire House, Annealing Close, Eastleigh, Hampshire, SO50 9PX

6. CONTRAVENTION OF THIS POLICY

Failure of staff to comply with any of the requirements of this policy is a disciplinary offence and may result in disciplinary action being taken under Michaeljohn Training School disciplinary procedure.



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