

Complaint – a grievance, problem, difficulty, or concern

POLICY STATEMENT

Midlands Tai Chi Rehab (MTCR) recognises the importance of learner complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements.

This procedure outlines the aims of MTCR in dealing with complaints and sets out what you as the customer can expect when making a complaint regarding a service.

A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

So please let us know if:

- you think we have done something wrong.
- we have not done something that we said we would do.
- you are not satisfied with a particular service or set of services that we provide.

ANONYMOUS COMPLAINTS

We understand that it might be difficult for you to complain because you are worried that your complaint could result in poorer service. Please be assured that we treat all complaints in the strictest confidence and that it is your right to complain.

If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation

PROCEDURE

In the first instance, the complaint should be discussed with the member of staff concerned and resolution sought within 48 hours of the incident occurring. If this is successful and a resolution is reached, the complaint should be documented in the attached Appendix (1) and sent to the Business Owner for filing. This should be received by the Business Owner by the end of the next working day. There will be no further action taken.

In the case of an individual wishing to make the complaint, who feels unable to discuss the complaint with the member of staff concerned, the matter should be referred to the business owner within 48 hours of the incident occurring. The business owner should then contact the member of staff within the next 7 days to make them aware of the complaint. The nature of the complaint will be documented as per Appendix (2).

If a resolution cannot be found, the business owner will arrange a meeting with all relevant parties and agree on a resolution. This will take place within 30 days. This will be final.

Records will be maintained of all complaints and made available on request. All complaints must be regarded as confidential and discussed only with those parties involved. Where the subject of the complaint is centred on a qualification, the Awarding Body will be made aware if this is relevant.

In the instance where the complaint is around an assessment/verification decision, then the stages outlined in the Appeals Procedure must be followed.

Document Control:

- Effective Date: 01/08/2024
- Review Date: 01/08/2026.

Appendix1

Record of Complaint

Name of Individual making the complaint:

Location:

Date:

Nature of complaint

Resolution Agreed:

Signed Complainant:

Date:

Signed by Trainer

Date:

Appendix 2

Referral of Complaint

Date of referral:

Name:

Nature of complaint:

Date Referred to Business Owner:

Actions agreed:

Signed off by Business owner:

Date:

Signed

Complainant:

Date: