

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 policy applies to complaints about MTCR services made by learners, customers, or other service users.

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 believe we have done something wrong.
- you believe we have not done something 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 a resolution should be sought within 48 hours of the incident. If a resolution is reached, the complaint must be recorded using Appendix 1 and sent to the Business Owner for filing by the end of the next working day. No further action will then be taken.

If an individual wishes to complain but feels unable to discuss the matter with the member of staff concerned, the complaint should be referred to the Business Owner within 48 hours of the incident. The Business Owner should contact the member of staff within the next seven days to make them aware of the complaint. The complaint must be recorded using Appendix 2.

If a resolution cannot be reached, the Business Owner will arrange a meeting with all relevant parties to seek an agreed outcome. The meeting will take place within 30 days, and the Business Owner's decision will be final.

Records of all complaints will be maintained and made available on request to the Business Owner. All complaints must be treated as confidential and discussed only with the parties involved. Where a complaint concerns a qualification, the relevant Awarding Body will be informed where appropriate.

Where a complaint concerns an assessment or verification decision, the stages set out in the Appeals Procedure must be followed.

Document Control:

- Version 1.1
- Effective Date: 24/08/2026
- Review Date: 01/09/2031

Appendix 1

Record of Complaint

Name of individual making the complaint: _____

Location: _____

Date:

Nature of complaint

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Resolution Agreed:

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Signed Complainant:

Date:

Signed by Trainer

Date:

Appendix 2

Referral of Complaint

Date of referral:

Name:

Nature of complaint:

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Date Referred to Business Owner:

Actions agreed:

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Signed off by Business owner:

Date:

Signed

Complainant:

Date: