




MONTEBELLO
TRAINING

PP05

Complaints Policy/Procedure

Details of person responsible for this policy

Name Clare Cantwell Position Centre Manager
Signature  Date Oct 24
Review Date Oct 25

Complaints

Definition

The complaints procedure is intended as the tool by which an employee or student may formally raise a grievance regarding any condition of their employment or training, heard by the management of the Company.

In the event of a student wishing to raise a complaint, it is preferable for the complaint to be satisfactorily resolved as close to the individual and their tutor or Centre Manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution of matters which aggrieve the Company's employees or students.

Time scales have been fixed to ensure that complaint is dealt with quickly, however these may be extended if it is agreed upon by both parties.

Montebello Training strives to ensure we deliver first class training, as well as conducting our business in a professional manner. Should you think we have fallen short in our standards and you wish to raise a complaint, please follow the procedure in this document.

Complaint procedure

In the first instance you should attempt to resolve the complaint informally, i.e., by saying what you think is wrong to the person who has control of the issue (i.e., Work issues = Centre Manager, Course work = tutor, another student = the student, admin issues = admin staff)

If you are unable to resolve the complaint informally and you wish to make it formal, please use the following procedure:

Stage 1

Contact the administration office at Montebello Training for students or contact the Centre Manager for employees. If the issue is about the Centre Manager, contact the Company Director.

The complaint must clearly indicate:

- The nature of the complaint
- Summary of the complaint
- When it happened
- Where it happened
- Who is involved
- People who saw what happened
- Your contact's name and address
- What you would like to be done to resolve the complaint

Once the complaint has been received, you will be sent a letter of receipt within 48 hours (excluding weekends) and the name of the person dealing with your complaint.

We aim to complete the investigation in 7 working days. The person dealing with your complaint will send you a report with the outcome of the investigation or progress so far.

If the nature of the complaint is complex, we will inform you of the time we think it will take to investigate and you will receive regular updates from the named person.

Stage 2

If you are not satisfied with the outcome of the investigation, you can now appeal to the Director. This appeal must be in writing and addressed to the Director, outlining why you feel that the complaint is not resolved, but need not repeat the details provided at stage 1; as all the documentation used at stage 1 will be passed to the Director. Once the appeal has been received, you will be sent a letter of receipt within 48 hours (excluding weekends). We aim to complete the investigation in 14 working days and the Director will send you a report with the outcome of the investigation or process so far. If the complaint is about the Director, or if the original investigation has been conducted by the Director and you are still not satisfied then you can seek external advice through the Citizens Advice Bureau (<http://www.citizensadvice.org.uk/>).

PP05 Complaints Procedure V8 10/24

