



mtc training

MTC Training Complaints Policy

Policy owner:	Quality Enhancement, Compliance and Systems Manager
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Policy Approved By:	David Grailey
Approver's role:	Managing Director – MTC Training
Approver's signature:	

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1. Policy statement

A complaint is an expression of valid dissatisfaction of the services provided by MTC Training.

MTC Training is committed to meeting and exceeding our customer expectations and providing high quality products and service. We welcome your comments, suggestions and feedback on the service you have experienced when using any of our products or services.

This policy, and the associated procedures and processes, are the mechanism for customers to raise concerns or complaints about the service delivered by MTC Training or partner organisations. The aim is to prevent unnecessary delay, whilst ensuring a full and fair assessment of the circumstances of an individual complaint. It also aims to ensure that, where practical, lessons can be learnt, and improvements made to the service that MTC Training offers.

This policy covers areas of MTC Training activity where an individual or group has a complaint arising from their experience with the services provided. The Policy should not be used where an issue is covered by any of the following policies:

- Appeals Process
- Data Protection Policy
- Disciplinary Policy
- Student Disciplinary Procedure
- Grievance Policy
- Plagiarism Policy
- Whistleblowing Policy

Initiating this complaints procedure should be seen as a last resort in the search for a solution to a problem. Before using the Complaints Procedure, everyone should normally raise the issue with his or her line or Line Manager, or in the case of apprentices and/or parents/guardians, with the MTC Training Programme Operations Manager, if possible. This can be done in person, remotely by video conference, by telephone, or by email.

The following policy, procedure and process applies to any of our internal or external customers; these can be applicants, apprentices, employers and parents/guardians.

2. Promotion

This policy and associated procedures, guidance and documentation together with the individual and collective obligations contained within it, are promoted to all MTC Training colleagues, apprentices and apprentice employers on an ongoing basis.

As an integral element of the onboarding and induction process, all learners are signposted to the policy and taken through the contents to ensure they understand the procedures. Apprentices will confirm they have read and understood the contents of the policy in the apprenticeship training plan. Employers who use MTC Training to train their apprentices are made aware of this policy in the apprenticeship contract.

MTC Training colleagues are briefed on this policy and the procedures, so they understand their obligations.

This policy is available on the MTC Training and OAS websites for external visitors to review and download.

3. Operating principles

MTC Training acknowledges that there are two sides to every dispute. The procedure intends to provide both parties with the opportunity to provide evidence to substantiate their version of the issue / incident. Full disclosure of any allegations or evidence will be made to both parties.

Where issues cannot be resolved informally as described above, they become a complaint and the MTC Training Quality Enhancement, Compliance and Systems Manager (hereafter referred to as the Quality Manager) will consider the evidence of the complaint. The MTC Training Quality Manager will appoint an investigating officer who will be from outside the area of the complaint and will have had no previous involvement in the issue or concern. If it is not possible to find an investigating officer that has had no previous involvement, then the Quality Manager will conduct the investigation.

All information supplied by customers will remain confidential for use within the complaints process. Only colleagues directly involved with the complaint / investigation / resolution will be given access to the facts of the case.

Complaints provide an important source of feedback on the performance of services provided by MTC Training to ensure we provide a high quality, responsive experience. In addition, complaints provide opportunities to further improve MTC Training's performance.

MTC Training monitors the registration of each complaint and the progress towards reaching a satisfactory resolution.

Complaints will be monitored to ensure they are dealt with promptly and efficiently. MTC Training will not reveal the identification of any complainant. However, anonymous complaints will not be accepted.

Customers can normally expect to receive a written or verbal acknowledgement of their complaint within two working days from MTC Training.

Any party involved in a complaint has the right to be accompanied and represented by a person of his or her choice at every relevant stage of the procedure.

MTC Training colleagues have the right to be accompanied by their immediate line manager or a colleague.

All colleagues that are dealing with complaints shall, where appropriate, seek guidance and advice from internal / external sources to resolve a complaint. The identity of all parties will be protected, wherever possible.

4. Complaints procedures

4.1 Informal (Route 1)

Many issues can be dealt with at a local level and where possible it is often best to do so to ensure a speedy resolution. These matters may be handled by any colleague, but support from a line manager may be sought.

The MTC Training colleague will attempt to resolve the issue by exploring the complaint and relaying the outcome back to the complainant. They will inform the Line Manager, who will complete a Cause for Concern Form (APP-013-F1). This is sent to the Quality Manager, who will record the complaint and the outcome.

All informal complaints will be reviewed monthly by the Quality Team, who will identify any emerging themes or procedures/systems that require review through our continuous improvement approach and Quality Assurance process.

All informal complaints shall be dealt with within ten working days of the alleged incident, matter or concern. To support any allegation that is made, the complainant shall provide evidence. Where supportive evidence is not provided, MTC Training reserves the right not to progress with the complaint to the formal stage of the procedure.

Where, in the complainant's opinion, the matter is too sensitive, personal or confidential to discuss with a member of MTC Training or their immediate Line Manager, the issue(s) can, in the first instance, be presented directly to the Quality Manager.

If the matter is not resolved within the ten working days allocated to Route 1, or if the complainant remains dissatisfied or submits an additional complaint, the Formal Complaint Procedure (Route 2) may be initiated.

4.2 Formal (route 2)

A formal complaint is normally appropriate when initial resolution attempts have failed (see above) or the situation is deemed to be serious.

Where a complaint cannot be resolved informally, or it is not appropriate to do so due to the nature of the complaint, the matter will be treated as a formal complaint. The complaint (and any accompanying evidence) should be transferred immediately to the Quality Manager who will log the complaint.

A complaint will not normally be considered if submitted more than three months after the issue or event occurred, unless there was good reason why it could not have been raised sooner.

Learner rights are not affected by making a formal complaint. We are unable to act on anonymous complaints, unless there are exceptional circumstances. Complaints found to be of a false nature may result in disciplinary action.

The Quality Manager will acknowledge receipt of the complaint in writing to the complainant within two working days from the date of receipt. Timing guidelines for the handling of a formal complaint start on the day of acknowledgement from the Quality Manager. The day of acknowledgement of the complaint will be day zero.

The Quality Manager will appoint an Investigating Officer, typically selecting a manager who possesses relevant knowledge and experience in the area related to the complaint. This approach ensures that the investigation is conducted by someone suitably qualified. However, in cases where it is deemed inappropriate or impractical to involve a manager from the affected area, the Quality Manager will designate an alternative individual to undertake the role of Investigating Officer.

The Investigating Officer will aim to conclude their investigation within ten working days of receipt from the Quality Manager and will send their investigation findings and recommendations to the Quality Manager for approval who will also ensure the process has been adhered to. The Investigating Officer will also confirm if in their view the complaint was upheld, partially upheld or not upheld.

The Quality Manager will send the final response to the complainant within ten working days of acknowledgement of the original complaint and close the complaint. However, deadlines may be extended to consider the availability of relevant colleagues. If there is a delay in producing a final written response, the Quality Manager will send an update letter to the complainant within ten working days of acknowledgement of the complaint, informing the complainant of the reason for the delay. The Quality Manager will also escalate the complaint to the Director – Training and Skills. The Investigating Officer will produce a final written response within ten working days of the date of this update letter, or within the period advised within the update letter if a longer investigation is required.

Copies of all correspondence with the complainant and an Investigation Summary should be sent to the Quality Team for safe, confidential storage.

Should the complaint being made be against the actions of the Quality Manager, the Director – Training and Skills will take responsibility for the complaint procedure.

5. Appeal

If a customer feels that the procedures have not been followed or a decision is unreasonable, they have the right to appeal to the Director – Training and Skills within twenty one days of the announcement of the decision.

The grounds for the appeal should be clearly stated and evidenced in writing, and any supporting papers should be included with the submission at this stage.

The appeal will not consider new evidence, including witnesses, at this stage. If new evidence, including witnesses, has come to light that was not available at the first hearing, then the first hearing / investigation will be reconvened for the original Investigating Officer to consider the implications and effects of the new evidence.

The documentation will be submitted to MTC Training's Managing Director who will decide if the appeal can be considered on the paper evidence submitted or if a hearing is required.

If it is deemed appropriate by MTC Training's Managing Director, an appeal hearing may be convened with MTC Training's Managing Director in the Chair. The Director – Training and Skills will support this function. The complainant and appropriate respondent will be required to attend any hearing convened under this appeal stage.

Where an appeal hearing is deemed appropriate, it should normally be held within 21 working days of the request being made. Notes, not verbatim minutes, of the hearing will be taken and made available to the complainant.

MTC Training's Managing Director's decision will be final.

6. Continuing a complaint beyond MTC Training's complaints process

If the complainant has exhausted MTC Training's complaints process, and if a satisfactory resolution has not been achieved, the complainant has a right to complain to MTC Training's regulatory body. For the purposes of this policy, MTC Training is regulated by the Department for Education (DfE), formally the Education and Skills Funding Agency (ESFA) and as such, complaints should be addressed to the Customer Service Team at the DfE.

Complainants should note that the DfE will only take up a complaint when they are satisfied that MTC Training's procedure, including appeal, has been exhausted, unless the DfE believes that MTC Training is not dealing with a complaint appropriately or effectively, when it may intervene before the procedure is exhausted.

Details on the DfE complaints procedure can be found via: [Complaints about post 16 education and training provision funded by ESFA - GOV.UK](https://www.gov.uk/guidance/complaints-about-post-16-education-and-training-provision-funded-by-esfa)

7. Key ethics

MTC Training shall consider its duty to promote equality and diversity throughout this process.

MTC Training shall endeavour to deal with all complaints informally in the first instance, aiming for a quick and satisfactory resolution.

All information provided by customers will be handled fairly and with the utmost confidentiality, in line with the Data Protection Act 2018. This includes any details relating to third parties, which will also be treated in strict confidence. The information will be used solely for the purpose of handling complaints and for monitoring purposes.

All complaints that are submitted to MTC Training will be dealt with in accordance with this procedure.

Upon receiving a complaint, MTC Training will:

- Acknowledge receipt of the complaint either by telephone or in writing.

- Inform the customer of the individual responsible for handling their complaint.
- Outline the actions that will be taken to address the issue.
- Provide an expected timeframe for resolution.
- Keep the customer updated on the progress of their case.

The Director – Training and Skills holds overall responsibility for implementing and monitoring this policy.

8. Monitoring and quality assurance

This policy will be reviewed annually by the Quality Manager to assess its implementation and effectiveness. This is in line with statutory requirements.

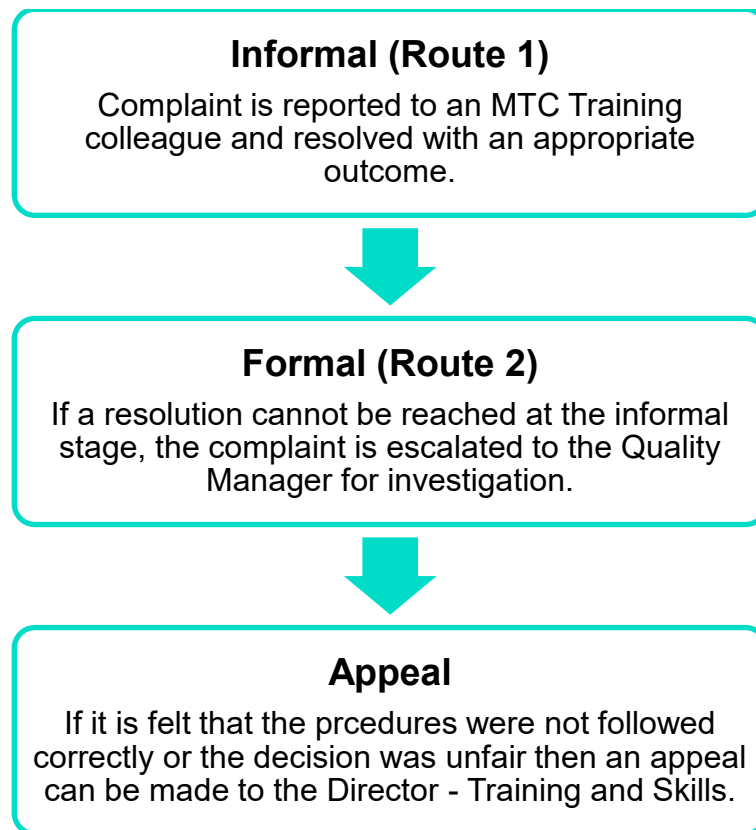
9. Access to documentation, advice and support

This Complaints Policy is accessible to all colleagues via MTC's Business Management System (BMS), the MTC Training Information Portal, and Microsoft Teams. It is also available to apprentices, parents/guardians, employers, and the public through MTC Training's websites.

10. Policy endorsement

This policy will be promoted and implemented throughout MTC Training without exception.

11. Appendix 1: Complaints procedure summary



12. Appendix 2: Key contact details

- Quality Enhancement, Compliance and Systems Manager
david.lee2@the-mtc.org
- Director – Training and Skills
Charlotte.swain@the-mtc.org
- Management information systems and personal data
exams@the-mtc.org
- Department for Education customer help portal
[Home - Customer Help Portal](#)
Customer Service Team,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry CV1 2WT

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