



# Multi Trades Training

## Complaints Policy

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Approved by	Rob Jones	Position	CEO
Signature		Date	15/08/2025

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## Statement and Purpose

Multi Trades Training ('Multi Trades', 'we', 'our' or 'the provider') is committed to provide the best service possible to our learners, employers and anyone with whom we have a working relationship sharing a successful and enjoyable experience. While we always strive to achieve this, there will be times when the client, or customer is unhappy with the service. We aim to handle complaints quickly in an effective and fair and honest way.

This policy aims to ensure that:

- All members of the public, including employers and learners know how to feedback to MTT and the process of making a complaint is simple
- All staff treat feedback seriously and deal with it promptly, efficiently, courteously and keep the customer informed of the progress
- Improved customer relations are built by resolving feedback during the initial stages wherever possible.
- All feedback is recorded and monitored so that we learn from feedback and take action to improve services.

## Scope

This policy applies to anyone dissatisfied with any aspect of service provided by Multi Trades Training. This policy is intended for use by our apprenticeship learners, parents, employers, former apprentices, staff, skills coaches/assessors or other people on work experience, visitors to our offices and the general public.

## Definitions

A complaint is defined as when something is wrong, or not satisfactory, a dissatisfaction with a product, output, a person's conduct, or service, including provision of a programme of study or related academic or support service.

If you are unhappy with the outcome of assessment, please refer to the Appeals Policy.

## Procedure

### How to complain

- Verbally – to the skills coach, tutor assessor, reviewer or head office
- Via the online survey – this will give you the opportunity to express your satisfaction or dissatisfaction with MTT as a learning provider
- Email – in the 'contact us' area of the site, you can type in your complaint or by email to [info@mttraining.co.uk](mailto:info@mttraining.co.uk)

Or by letter- to

Multi Trades Training Ltd, Unit 8, Moniton Trading Estate, West Ham Lane, Basingstoke, Hampshire, RG22 6NQ

# The Complaints Process

## Stage 1 - Informal

Complaints should be raised locally, either in writing or verbally, to the staff member directly responsible for the delivery of the service, or their line manager if the complaint relates to the conduct of a staff member.

A complainant should raise the matter informally within 10 working days of being aware of the issue with the member of staff concerned or the Operations Director. Where the complaint relates to a series of events, then the concern should be raised within 10 working days of the last occurrence.

You will receive a response within 10 working days. If an interim reply is needed, you will be given a timescale by which a full reply will be received.

If you feel the response to your complaint under stage one is unsatisfactory, the next stage is for the complaint to be referred to the Management Team who will investigate further and liaise with any additional staff whose information may help resolve the complaint.

## Stage 2 - Formal

If a complaint has not been resolved to the complainant's satisfaction at Stage 1, a complaint form, in addition to any supporting documentation must be submitted by the Management Team within 10 working days.

The form should explain the specific concern about the provision of a programme of study or the service provided. This should include the following:

- the specific concern about the provision of a programme of study or the service provided.
- Indicate the outcome sought. However, it is important to note the eventual outcome may be different from the one sought.

An acknowledgement will be sent within 5 working days and initiate the investigation and a member of the management team will be nominated to formally investigate.

A full written response should be provided to the complainant within 10 working days of receipt. Should circumstances require additional time for the complaint investigation, the complaint investigator will advise the candidate and will agree a revised timeframe for the completion of the investigation. The Investigating Manager must ensure the complainant has an adequate opportunity to be heard.

The Investigating Manager must consider all such statements presented by, or on the specific written authorisation of the complainant. Following the completion of the investigation, the Investigating Manager may uphold the complaint in full, in part, or dismiss it.

We will implement any such recommendations arising out of the complaint investigation. In response to allegations of staff conduct, if an investigation determines that any disciplinary or remedial action is required, this will be conducted in consultation with a 3rd party outside of the organisation if required.

If you feel the response to your complaint is still not satisfactory, you must advise us within one calendar month of the date of the response from Stage 2 otherwise the case will be closed.

### Stage 3 - Escalation

If a complainant is dissatisfied with the outcome of the formal investigation at Stage 2 of the procedure, they can appeal against the decision and request a review of the complaint. An appeal must be submitted within 10 working days of the date of the Stage 2 outcome letter.

Stage 3 constitutes a review and not a re-investigation of the complaint and can only be requested on the following grounds:

- There were procedural irregularities in the Stage 2 investigation which had a material effect on the outcome
- Based on the evidence available to the Stage 2 investigator at the time, the outcome is unreasonable; and/or
- New evidence has come to light which the Complainant was unable, for valid reasons, to provide earlier in the process and which would have had a material impact on the outcome.

At this stage all communication will be with the Chief Executive Officer (CEO) who will then conduct an internal review into the appeal and who will acknowledge receipt of the complaint within 3 working days.

The CEO will consider whether the complainant has demonstrated grounds for appeal in full or in part (and suggest any action to resolve the complaint). A full response will normally be received within 15 days.

Following the completion of the investigation, the CEO may uphold the complaint in full, in part, or dismiss it.

Outcomes of complaint reviews concerning staff conduct will be examined by the CEO. If any disciplinary action is required, this will be conducted in consultation with an external 3rd party if required.

Where the grounds for appeal have been met, a review will be initiated, and a full response will be provided within 15 working days of receipt.

Finally, once the Complaints Policy is exhausted and all three stages have been completed, there exists a right to complain to the appropriate statutory bodies. Details of such can be found in your induction folder on our website [www.mttraining.co.uk](http://www.mttraining.co.uk) or contact [info@mttraining.co.uk](mailto:info@mttraining.co.uk).

## Confidentiality

All complaints are treated with confidentiality in mind. Only the customer service manager will be aware that a complaint has been received and is being dealt with. Where the complaint extends to the training service, whilst the tutor may be requested to provide information to satisfy the complaint, this will be handled appropriately as to not prejudice further training or assessments.

Anonymous requests will be acted upon, however it is better to provide contact details so that the complainant can be informed of the outcome.

## Aggressive or Obsessive Complaints

Multi Trades wants to deal fairly and honestly with complainants and ensure that other users, clients and staff do not suffer detriment from persons making vexatious complaints. We will engage a Solicitor who will write to vexatious complainants to inform them that their behaviour is considered to be unacceptable.

## Equalities Statement

We aim to handle all complaints fairly and honestly regardless of who makes a complaint, and treat all members of the community equitably and will not show bias to any particular individual or group.

## Matters that are Outside the Policy

The following matters are not included in this policy: Complaints which are subject to legal proceedings

## What complaints have special procedures?

- Candidates who are dissatisfied with the outcomes of internal assessments should use the Appeals procedure, not the Complaints Procedure.
- Candidates who feel they are subject to bullying or harassment should in the first instance use the Anti-Bullying & Harassment Policy.

## Monitoring Satisfaction and Performance Reports

All complaints are logged, recorded and analysed as part of the customer service satisfaction procedure. The Senior Management Team will collate a summary report of complaints, suggestions and compliments.

The report will compare year on year data, identify any significant trends and include a year-on-year analysis of complaints received from candidates by age, gender, ethnicity, and disability.

## Communication

This policy will be communicated as part of all staff and learner induction processes and will be stored with accessibility for learners, employers and staff and will be available on the website for the general public.

## Review

This policy and its procedures will be reviewed annually, to ensure it continues to meet our needs and those of our Regulators i.e., Awarding Organisations (NOCN, Cskills Awards), Department for Education, ESFA (Education & Skills Funding Agency) and external stakeholders.

## Associated Policies

This policy should be read in conjunction with:

- Appeals

## Contact Information

E: [info@mttraining.co.uk](mailto:info@mttraining.co.uk)

Tel: +44 (0) 2034 883801

## Document Control

Date	Review & Revision	Version
05/06/2023	Updated Director response times from 10 to 15 working days	2023 V1
18/07/2024	Updated address details	2024 V1
14/07/2025	Changed response times from 15 to 10 working days	2025 V1