



Comments / Complaints Policy –

The first thing to state is that this procedure regards statements from anyone connected with MBKB including clients, careers, funding bodies, awarding bodies and our own staff. Once a comment or complaint is made the member of staff taking the comment should immediately complete an email to mark@mbkb.co.uk, which will raise the matter with the CEO, who then has full responsibility to deal with the matter. Depending upon the nature of the comment / complaint, appropriate action will be taken to resolve the issue as swiftly and efficiently as possible

This is Stage 1. All documentation and correspondence used will be located within the comment file, unless the nature of the details are sensitive, in which case the information will be kept in a secure location for access as and when required. The CEO will instigate a full investigation and prepare an action plan to resolve the issue raised. Assuming the action plan is accepted by all parties, a further visit will be planned for one month after completion of the action plan to ensure the matter has been effectively resolved.

If the matter has not been sufficiently resolved at this point, or if the Action plan is not accepted by the person registering the claim, stage 2 is reached. At Stage 2 a further investigation is carried out by the Chief Executive. At this investigation the proposed options at stage 1 are also discussed and a further plan to achieve resolution is put together. Assuming this is agreed, a follow up investigation is carried out one month after the conclusion of the action plan, to ensure full closure of the issue. If agreement cannot be reached at Stage 2, we would involve the funding body so they may mediate in the matter to offer a suitable solution to all parties.

All comments and complaints are raised at team meetings, so that staff are aware of issues, whether positive or negative, and to ensure that we learn from the issues themselves.

If a learner is not satisfied with the final decision that is made by MBKB Ltd regarding their complaint, the learner can complain to the relevant awarding body using their procedure and furthermore if the learner still remains unhappy, the learner can raise their complaint to the Qualification Regulator who's decision is final.

Welfare / Cause for Concern Policy –

We have a Welfare/ Cause for concern form, the form is to be used for the following reasons –

- 1- If a learner has an issue i.e. Safeguarding, Health and Safety, Equality and Diversity, Prevent or any personal issue which they do not want to put onto a VPR or review (i.e. they don't want the employer to know) then you use this document. As most learners will have a TLA, they may complete this together or, the learner may pass it directly to our CEO, via email – mark@mbkb.co.uk
- 2- If a TLA has a concern relating to any of the above.
- 3- To record a complaint made by the employer, relating to either the service we provide, or the learner.
- 4- To record problems you (the TLA or Learner) may be having with another learner or employer.