

## **Complaints procedure**

Marvellous Minds is committed to providing an excellent standard of service. It is our commitment to our learners to ensure that any issues and complaints are dealt with quickly and efficiently. Marvellous Minds commit to using the Complaints Process as a useful tool to review its level of service and to ensure continuous improvement.

### **Definition of a complaint**

We define a complaint as ‘an expression of dissatisfaction concerning the provision of a vocational qualification when the complainant has drawn his or her concern to the attention of Marvellous Minds and is not satisfied with the response’.

Formal appeals are excluded from the complaint procedures.

### **Before you make a complaint**

Before making a formal complaint, Marvellous Minds would welcome the opportunity to discuss any issues with learners in an endeavour to resolve any concerns before the stage of formal complaint. We will only register any issue as a formal complaint at the request of the learner. You should act as quickly as possible to ensure that your progress remains as unaffected as possible. If you do not act quickly, then we cannot accept responsibility for problems which affect your studying or qualification. You will be required to provide us with written information (either by email or letter).

If at this stage you remain dissatisfied with our response you may make a formal complaint through the channels below.

### **Contact details**

Fiona MacKenzie  
Programme Manager  
Marvellous Minds  
[Fiona@marvellousminds.co.uk](mailto:Fiona@marvellousminds.co.uk)

### **Making a formal complaint**

#### **Time limits**

You must raise your complaint within a reasonable timeframe following the matter that has led you to making a complaint. This should be no more than three months after completion of or withdrawal from the qualification in which the complaint arose, after which your complaint will be considered to be ‘out of time’, save in exceptional circumstances that prevented you from submitting it. Ideally you should make your complaint as soon as possible, to enable Marvellous Minds to investigate and respond to your complaint in a timely manner.

## **Stage One**

The complaint should be submitted to Marvellous Minds in writing by post or email. You should expect to receive a reply within 10 working days of Marvellous Minds receiving your complaint. If we can't give you a full reply within that time, we will tell you when we will be able to do so.

## **Stage Two**

If, upon our response, you remain dissatisfied with the outcome, then you can request a review of the decision. Your response must be put in writing and should include:

- full details of your complaint and all matters related to it
- copies of any previous correspondence with us related to your complaint, or enough information to help us trace this correspondence quickly.

You should also tell us what you think we should do to resolve your complaint.

An acknowledgement of your complaint will be sent within 5 working days of receiving it. The Programme Director will send you a full reply within 10 working days of the date of the acknowledgement letter or, if that is not possible, contact you again to let you know when you can expect a full reply.

## **Stage Three**

If, when you have a full reply from the Programme Director, you still remain dissatisfied with our decision, you can ask for it to be referred to the Managing Director. Your response must be in writing. You should clearly identify the reasons for your request for a review and provide additional evidence to support your complaint. You should indicate what you would like to happen in order to resolve your complaint.

An acknowledgement of your complaint will be sent within 5 working days of receiving it. The Programme Director will send you a full reply within 10 working days of the date of the acknowledgement letter or, if that is not possible, contact you again to let you know when you can expect a full reply

The Managing Director will investigate whether we have handled the matter fairly in line with our policy and procedures, and whether we should do anything else. The Managing Director will reply to your complaint within 10 working days of the date of the acknowledgement letter or, if that is not possible, contact you again to let you know when you can expect a full reply.

The reply from the Managing Director will explain the basis of his / her decision. This decision is the final decision on behalf of Marvellous Minds. If you remain dissatisfied with this decision, you are then entitled to apply for an independent review by the relevant awarding organisation. Marvellous Minds will provide you with the necessary contact details upon your request.

## **Rights and responsibilities**

We will:

- deal with all complaints within the time limits set out in these notes;
- make sure that we deal with all the points you raise, and that our replies explain the outcomes clearly;
- handle your complaint confidentially and only give people the information that is needed to carry out a proper investigation and make a full response;
- keep records of complaints separate from other records;
- make sure that no complaint you have made in good faith will be used to your disadvantage in the future
- always be polite.

If you are making a complaint, you should:

- give us full details of your complaint;
- deal sensitively with issues that involve other students or staff, and not name them unless it is necessary; and
- always be polite.