



## STUDENT COMPLAINTS POLICY

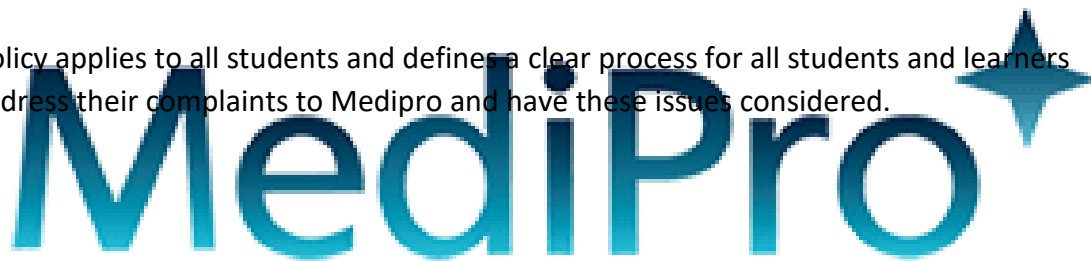
### Purpose

It is MediPro's policy to encourage students with complaints relating to their study experience to use the procedure below to seek satisfactory solutions. MediPro will try to resolve complaints as quickly as possible to the satisfaction of the individual(s) concerned. Where this is not possible, every effort will be made to explain the reasons for the decision or delay.

If students are not satisfied with the outcome, they have the right to pursue their complaint to the next stage. It is hoped that most complaints will be resolved during an informal discussion. Students who have raised complaints will be always treated fairly before, during and after the complaint.

### Scope

This policy applies to all students and defines a clear process for all students and learners and address their complaints to MediPro and have these issues considered.



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### Definition

A complaint is defined as follows, an expression of dissatisfaction from you about:

- our qualifications;
- our standard of service;
- our actions or lack of action;
- or the complaints handling process.

We are committed to providing a service to a high standard. However, if we fall short of your expectations or our own standards, we want to give the opportunity for those affected to provide feedback so we can put things right.

We encourage our students to contact us if they feel that any aspect of our qualifications, assessment arrangements, instruction or support materials may have discriminated users with a particular protected characteristic, those being:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

We will investigate complaints quickly, fairly, consistently, politely and, where necessary, confidentially. All complaints are allocated the appropriate resource and a response provided in the right way. For example, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken.

We regularly review complaints and feedback that we receive to learn from any errors made and to improve our service.

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### Process

#### Informal

Any student who wishes to raise a complaint should first discuss the issue with their tutor. This provides an opportunity for issues to be resolved without recourse to the formal procedure. If the individual feels unable to raise the issue with their tutor, they should speak to another tutor or member of staff. Should the matter not be resolved informally, or where the issue is felt to be more serious (complaints concerning discrimination, bullying or harassment), then the student has the right to raise the matter formally.

#### Formal

Formal complaints can be submitted in writing addressed to the Head of Education using the contact details below, by letter or email.

MediPro Limited,  
Viking House,  
Falcon Court,  
Preston Farm Industrial Estate,  
Stockton-on-Tees,  
TS18 3TS.

[contact@mediopro.co.uk](mailto:contact@mediopro.co.uk)



When submitting complaint please include the following information:

- Your name, address and contact details.
- Full details of your complaint.
- Any information or evidence to consider.
- The outcome you would like to resolve the issue.

Once you have exhausted this process, If you feel that Medipro has not investigated the complaint fully or correctly, you can raise a complaint directly with the awarding body for the qualification you are studying for.

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If a complaint involves an allegation of malpractice or maladministration, please refer to the Quality Assurance Policy (ST056).

We will investigate complaints from anonymous sources only where there is sufficient detail provided to identify the issue/concern, individual or placement involved, and the qualification(s) implicated in the complaint.

Medipro is registered with the Information Commissioners Office and handles all data in accordance with the required procedures of GDPR.

### Investigating a Complaint

The Head of Education will allocate a member of staff not involved in the complaint to investigate. All complaints will be acknowledged within 5 working days and you will be informed of the name of the person who is investigating your complaint.

We aim to resolve complaints within a reasonable amount of time and, should the issue be complex, inform you if resolution is delayed beyond a reasonable amount of time.

Once we have completed our investigation, we will provide a response that explains what went wrong, why it went wrong and what action will be taken to resolve the situation.

If you are not satisfied with the response you receive to your complaint, you can request a review of it within 20 working days of the date of our decision letter. In this circumstance, the request will be referred to the Managing Director who will either allocate a member of Senior Management Team not involved in the original complaint or its response to complete the review or may undertake the review himself/herself.

However, we will only carry out a review if you provide clear reasons for making your request and set out the areas of concern. Your reasons must relate only to the way that we have or have not investigated your complaint and not the detail of the complaint itself.

If as a result of the complaint, we identify a failure in any of our services, policies and procedures we will take all reasonable steps to:

- Identify other courses/tutors who have been affected by the failure.

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- Correct the failure or, where it cannot be corrected, mitigate as far as possible the effect of the failure.
- Put arrangements in place to ensure that the failure does not recur in the future.
- Put arrangements in place to notify all relevant stakeholders of any changes that affect them.

### Vexatious Complaints

Whilst we understand that making a formal complaint can, in some cases, be raised because of emotive circumstances, Medipro staff will not engage with abusive complainants or persistent and repeated contacts from complainants. This type of contact reduces the time that we can dedicate to carrying out investigations into complaints.

Where a complainant becomes abusive in the manner in which he/she corresponds with Medipro, or repeatedly contacts with no new evidence or information, this will be classed as vexatious behaviour.

We consider the following forms of behaviour as being vexatious:

- A complainant being abusive or threatening, or making unreasonable demands either during a telephone conversation, face to face meeting or in written correspondence.
- A complainant repeatedly contacting us via telephone or email in a given working day without offering new evidence or information.
- Making accusatory remarks about us or a member of staff investigating the complaint.

### Further Action

If your complaint relates to a qualification regulated by Ofqual, you may complain directly to Ofqual if you have exhausted our complaints policy. The following link will provide further information on how you may do this:

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

If your complaint relates to a qualification regulated by Qualifications Wales, you may complain directly to Qualifications Wales if you have exhausted our complaints policy. The

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following link will provide further information on how you may do this:

<http://qualificationswales.org/regulation/complaints/?lang=en&>

If your complaint relates to a qualification regulated by CCEA Regulations you may complain directly to CCEA Regulation if you have exhausted our complaints policy. CCEA can be contacted by email at: [ccearegulation@ccea.org.uk](mailto:ccearegulation@ccea.org.uk)



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Name and Role of Author: Paul Ashfield, HR Lead  
Name and Role of Responsible Person: Paul Ashfield, Lead  
Ratified by: Kevin Scorer, Head of Education

Signed: 

Date Ratified: 12<sup>th</sup> April 2021

### Version Control

This policy and procedure will be reviewed 2 yearly or as changes in legislation dictate.

Version Number	Date	Reason for Update
3	09/04/2021	Due to company restructure.

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