

## Learner Complaints



## LEARNER COMPLAINTS

Name and Role of Author: Emily Hanley, HR Administrator  
Name and Role of Responsible Person: Kevin Scorer, Head of Education  
Ratified by: Brian English, Managing Director  
Signed:



Date Ratified: 22/03/2023

### Version Control

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

Version Number	Date	Reason for Update
2	24/04/2020	Due to expire.
3	09/04/2021	Due to company restructure.
4	10/03/2023	Due to company review.

Version number	004	Used by	Learners
Version date	10 March 2023	Business Area	ST
Version expiry	10 March 2024	Document ID number	ST 060
Version status	Live document	Document classification	Internal Use



## LEARNER COMPLAINTS

### Contents

<b>Purpose</b> .....	3
<b>Scope</b> .....	3
<b>Definition</b> .....	3
<b>Process</b> .....	4
Informal .....	4
Formal .....	4
<b>Investigating a Complaint</b> .....	5
<b>Vexatious Complaints</b> .....	6
<b>Further Action</b> .....	6
<b>Appendix A – Learner Complaint Form</b> .....	7

Version number	004	Used by	Learners
Version date	10 March 2023	Business Area	ST
Version expiry	10 March 2024	Document ID number	ST 060
Version status	Live document	Document classification	Internal Use



## LEARNER COMPLAINTS

### Purpose

It is MediPro's policy to encourage learners 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 learners 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. Learners who have raised complaints will be always treated fairly before, during and after the complaint.

### Scope

This policy applies to all learners and defines a clear process on how to share these complaints with MediPro, to have these issues considered.

### Definition

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

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

At MediPro, we are committed to providing a service to a high standard for all of our learners. 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 learners 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

Version number	004	Used by	Learners
Version date	10 March 2023	Business Area	ST
Version expiry	10 March 2024	Document ID number	ST 060
Version status	Live document	Document classification	Internal Use

## LEARNER COMPLAINTS

- 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, to ensure that our learners have the best experience possible whilst studying with Medipro.

### Process

#### Informal

Any learner who wishes to raise a complaint should first discuss the issue with their tutor. This provides an opportunity for issues to be discussed in confidence and resolved without progressing 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 (where applicable). 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 Learner has the right to raise the matter formally.

#### Formal

Formal complaints can be submitted to Medipro using our Learner Complaints Form (Appendix A). Once completed, the form should be dropped off at one of our centres in our Learner Feedback Boxes, sent via post, or emailed to:

Email Address	<a href="mailto:contact@medipro.co.uk">contact@medipro.co.uk</a>
Postal Address	MediPro Limited Faraday House Sopwith Close Preston Farm Industrial Estate Stockton-on-Tees TS18 3TT

Version number	004	Used by	Learners
Version date	10 March 2023	Business Area	ST
Version expiry	10 March 2024	Document ID number	ST 060
Version status	Live document	Document classification	Internal Use



## LEARNER COMPLAINTS

Once you have exhausted this process, or 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.

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 General Data Protection Regulations (GDPR).

### Investigating a Complaint

The Human Resources Department 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, they will either allocate a member of the Senior Management Team not involved in the original complaint, or its response, to complete the review or may undertake the review themselves.

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.

Version number	004	Used by	Learners
Version date	10 March 2023	Business Area	ST
Version expiry	10 March 2024	Document ID number	ST 060
Version status	Live document	Document classification	Internal Use

## LEARNER COMPLAINTS

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

- Identify other courses or tutors who have been affected by the failure.
- 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 occur 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. This can include persistent and repeated contact from complainants. This type of contact reduces the time that we can dedicate to carrying out investigations into complaints.

Where a complainant conducts themselves in an abusive manner as they correspond 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 a specific awarding body (for example, Ofqual), it is advised that you reach out to them directly.

Version number	004	Used by	Learners
Version date	10 March 2023	Business Area	ST
Version expiry	10 March 2024	Document ID number	ST 060
Version status	Live document	Document classification	Internal Use



## LEARNER COMPLAINTS

Appendix A  
dated 16 Feb 23

### LEARNER COMPLAINT FORM

<b>Name</b>	
<b>Address</b>	
<b>Telephone Number</b>	
<b>Email Address</b>	
<b>Course</b>	
<b>Tutor (if applicable)</b>	
<b>Cohort (if applicable)</b>	
<b>Details of Complaint:</b>	

Version number	004	Used by	Learners
Version date	10 March 2023	Business Area	ST
Version expiry	10 March 2024	Document ID number	ST 060
Version status	Live document	Document classification	Internal Use





## LEARNER COMPLAINTS

Additional information/evidence to consider: <i>(please feel free to include evidence with your email/letter to support this complaint)</i>	
How would you like this issue resolved?	
Signed	
Date	

Version number	004	Used by	Learners
Version date	10 March 2023	Business Area	ST
Version expiry	10 March 2024	Document ID number	ST 060
Version status	Live document	Document classification	Internal Use

MediPro Limited,  
Faraday House,  
Sopwith Close,  
Preston Farm Industrial Estate,  
Stockton-on-Tees,  
TS18 3TT.  
Tel. 01325 609030  
Email: [info@medipro.co.uk](mailto:info@medipro.co.uk)