

Learner Complaints

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Version Control

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

Name and Role of Author:

Rebecca Robson, HR

Name and Role of Responsible Person:

Sarah Clarey, Head of Education & Quality

Ratified by:

Brian English, Managing Director

Signed:



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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.

Regulatory and Quality Framework

This policy is designed to meet the requirements of:

- Ofsted Education Inspection Framework (EIF)
- The Equality Act 2010
- General Data Protection Regulation (GDPR)
- Relevant awarding body conditions of recognition
- Any applicable qualification regulators (e.g., Ofqual, Qualifications Wales, SQA, Ofsted where applicable)

Where qualifications are delivered on behalf of awarding organisations, this policy aligns with their complaints handling requirements.

Learners will be advised of the relevant awarding organisation and regulator applicable to their qualification upon request.

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
- 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.

What This Policy Does Not Cover

This policy relates to complaints about:

- The quality of teaching, learning and assessment
- Support services
- Staff conduct
- Discrimination, bullying or harassment

- Administrative processes

This policy does not replace:

- The Assessment Appeals Policy (for challenging assessment decisions)
- The Safeguarding Policy (for concerns relating to safety or welfare)
- The Malpractice and Maladministration Policy
- The Whistleblowing Policy

Where a complaint falls more appropriately under one of the above policies, we will inform the learner and direct them accordingly.

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	HR@medipro.co.uk
Postal Address	MediPro Limited Faraday House Sopwith Close Preston Farm Industrial Estate Stockton-on-Tees TS18 3TT

Investigating a Complaint

As soon as a complaint is filed, the Senior Management Team, and the Directors are informed. The Human Resources Department will then allocate a member of staff not

involved or mentioned within the complaint to investigate. All complaints will be acknowledged within 5 working days.

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, all information is passed onto the Senior Management Team, who will review the investigation, and an outcome will ultimately be decided. Once the decision has been made, Medipro will provide a response that explains what went wrong, why it went wrong and what action will be taken to resolve the situation, if necessary.

Requesting a Review

If you are not satisfied with the outcome of your complaint, you may request a review within **20 working days** of the date of the decision letter.

A review may be conducted where:

- There is evidence that the procedure was not followed correctly
- Relevant evidence was not considered
- The decision appears unreasonable based on the evidence provided
- New evidence has become available

The review will be conducted by a senior member of staff who has not previously been involved.

The review outcome will normally be issued within **10 working days** of receipt of the request.

The review stage concludes the internal complaints process.

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.

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).

Further escalation

Once internal procedures have been exhausted, learners may escalate their complaint to the relevant awarding organisation where the complaint relates to:

- Delivery of a regulated qualification
- Assessment processes
- Certification issues

The appropriate awarding organisation will depend on the qualification being studied. Contact details will be provided upon request.

If dissatisfied after the awarding organisation process, learners may contact the relevant qualification regulator, where applicable.

For provision inspected by Ofsted, learners may also contact Ofsted directly if they believe concerns have not been addressed appropriately.

Expected standards of behaviour

Medipro staff will deal with your complaint in a way that is courteous and respectful and, where possible, in a way as to resolve any issues raised as quickly and effectively as possible.

Whilst we understand that learners may be frustrated or upset when they call or write to file a complaint, Medipro staff have the right to be treated in an equally respectful and courteous manner. Any conduct that is deemed threatening or abusive will not be tolerated.

It is usually in all parties' interests if a learner can present their complaint as calmly and reasonably as possible in the circumstances so that we can quickly understand the issue and, where appropriate, apologise and rectify any mistakes made.

If a learner is not satisfied with the conduct of a member of staff who is dealing with their complaint, and they cannot resolve this informally with the member of staff or feel like they are being disadvantaged as a consequence of presenting a complaint, it is advised they make a formal complaint about the staff member concerned as soon as possible, and direct this to the Human Resources Department.

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.

Accessibility and Support

We are committed to ensuring that all learners can access this complaints process.

Complaints may be submitted:

- In writing
- By email
- Verbally (with staff recording the complaint on the learner's behalf)
- In alternative formats upon request

Support will be provided for learners with disabilities, additional learning needs, or language barriers.

Reasonable adjustments will be made in line with the Equality Act 2010.

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.

We maintain a central complaints log to:

- Monitor trends

- Identify recurring themes
- Inform quality improvement planning
- Report findings to senior management

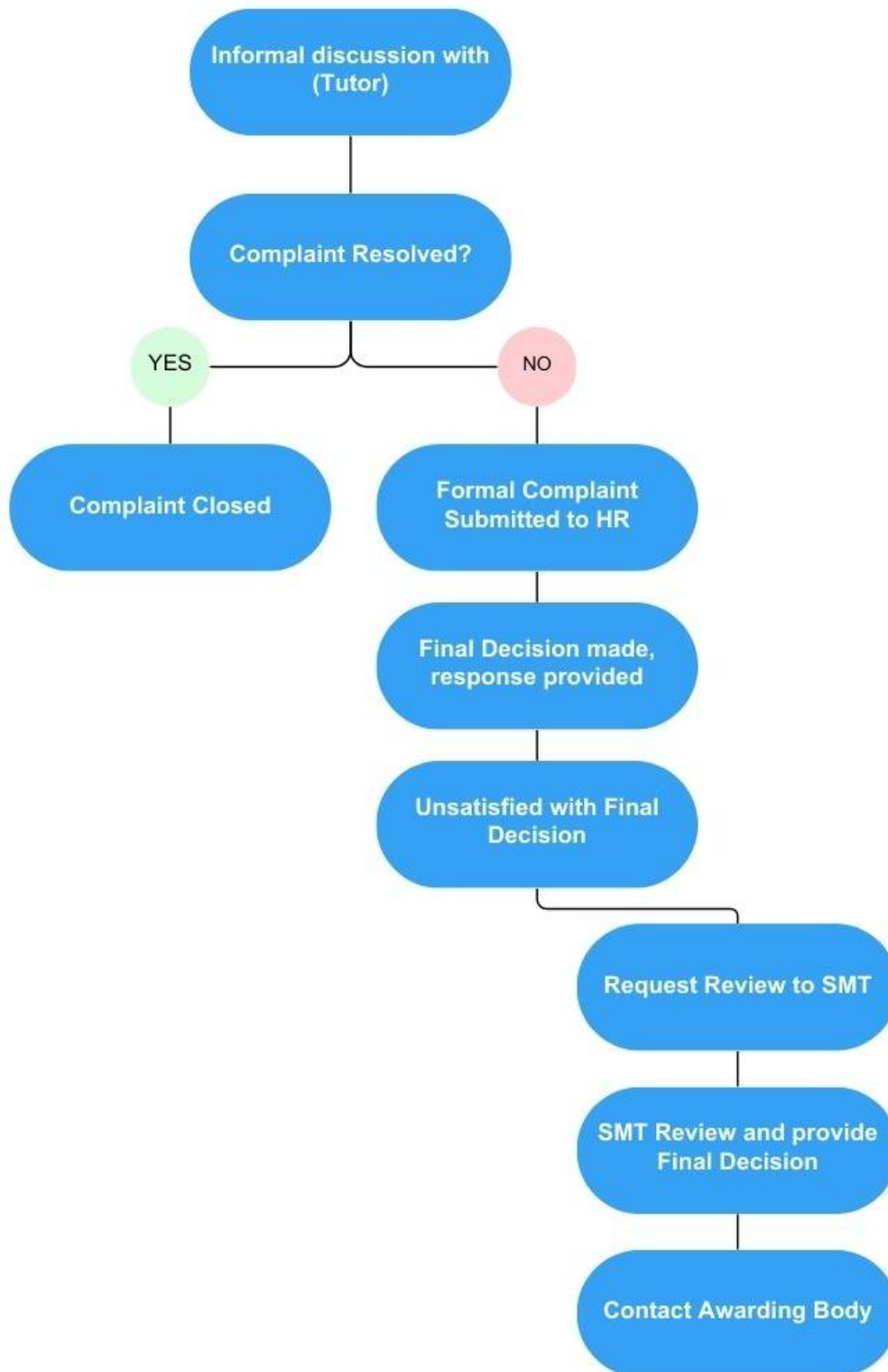
Complaints data forms part of our self-assessment and continuous improvement processes.

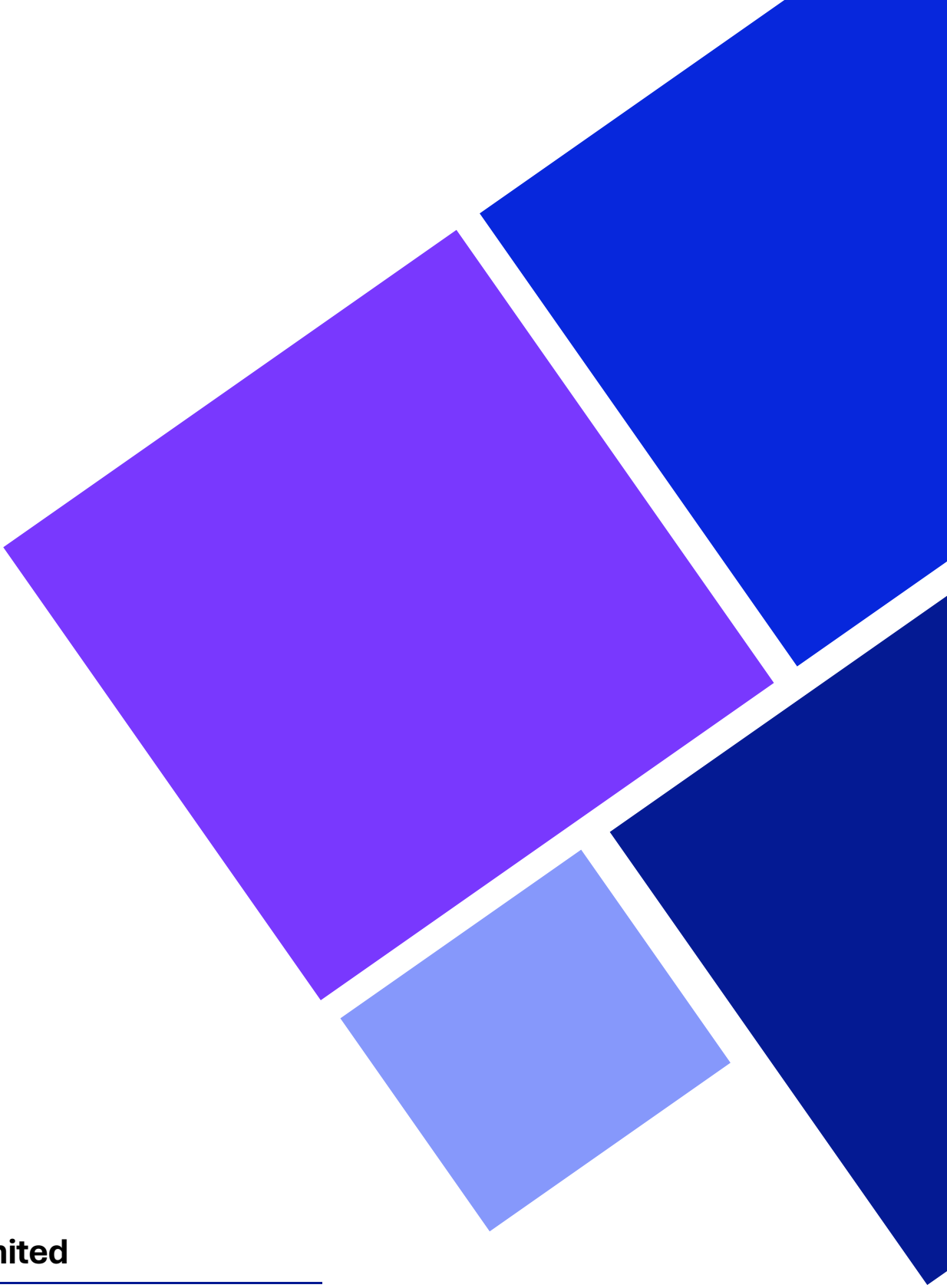
Appendix A
dated 16 Feb 23

LEARNER COMPLAINT FORM

Name	
Address	
Telephone Number	
Email Address	
Course	
Tutor (if applicable)	
Cohort (if applicable)	
Details of Complaint:	
Additional information/evidence to consider: (please feel free to include evidence with your email/letter to support this complaint)	
How would you like this issue resolved?	
Signed	
Date	

Flow Chart





MediPro Limited

Email: contact@medipro.co.uk

Website: Medipro.co.uk

Tel: 01325 609030