
MANTRA LEARNING LTD

COMPLAINTS POLICY

A) CUSTOMER COMPLAINTS PROCEDURE

A complaint is an expression of dissatisfaction concerning Mantra Learning Ltd product or service. Mantra Learning Ltd takes all complaints extremely seriously and all staff are committed to rectify any problem as soon as it is brought to our attention. It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer.

At the point of service delivery, Mantra Learning Ltd will deal with the initial approach from the customer and attempt to resolve the customer's concerns to the best of their ability and to the satisfaction of the customer.

Complaints will be responded to promptly, properly, fairly and consistently. Where there is an unavoidable delay, i.e. staff holiday, sickness etc., the customer will be informed of these and of the revised timetable or the procedure.

It is the aim of the company to settle complaints quickly and amicably.

In complex cases, the complaint may take longer than ten working days to investigate. In these instances, the customer will still be notified within ten working days, in writing/email, of the progress to date, the reason for the delay, and the revised timescale.

Where a customer complains about a member of staff, the complaints procedure enables this to be investigated fairly, openly and thoroughly. Occasionally a complaint may lead to disciplinary action and appropriate information relating to the complaint may then be recorded in the staff member's personnel file. For reasons of data protection the customer will not be informed of any disciplinary action taken.

B) RAISING A COMPLAINT

We ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor or a member of Mantra Learning management team in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor, and then please contact a member of the Quality Team via one of the following options:

Call: 0161 653 5767

E-mail: Feedback@mantralearning.co.uk

Write to: The Quality Team, Mantra Learning, Greengate, Middleton, Manchester, M24 1RU

If related to Data protection email: DLPalerts@mantralearning.co.uk

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Mantra Learning Ltd asks that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. A member of the quality team will respond to you within 2 business days.

C) RECORDING CUSTOMER COMPLAINTS

All verbal, electronic, or written complaints, and their outcomes, will be logged by the Quality Department so that records can be subsequently analysed and the following information produced:-

- Number and nature of complaint;
- Dates of receipt and dates of responses;
- Performance in meeting the timescale;
- Outcome of complaints at each stage, i.e. upheld, not upheld, unresolved;
- Level of customer satisfaction with the way the company has handled their complaint;
- Details of the complainant to enable monitoring under equalities legislation.

Records of complaints form a basis from which we will improve our services. All complaints, and their outcome, will be fed back to the staff involved, who will be encouraged to use the information positively. Departments will use complaints information:-

- As an opportunity to find out about customers' problems and dissatisfaction;
- As a means of measuring the quality of the services we currently provide and customer satisfaction;
- To improve the services provided;
- To identify gaps in the provision of services; and
- To improve relationships with customers.

D) DATA PROTECTION

All information gathered or held regarding the personal or business affairs of our customers will be held in strict confidence, for the sole use of Mantra Learning Ltd in meeting its stated objectives. No information will be released to a third party in a format that will allow identification, except with the express consent of the provider, or as may be required by law.

If in the event the complaint related to Data Protection please email:

DLPalerts@mantralearning.co.uk

A member of the data protection team will respond to the complaint following the process outlined in section E.

E) CUSTOMER COMPLAINT PROCESS

All staff members must follow the customer complaint process to ensure that complaints and/or issues are being logged, investigated and, if applicable, improvements are made to reduce the risk of complaints and/or issues occurring in the future.

Stage 1- Complaint received

- Staff member to take full contact details and nature of the complaint from the customer.
- Staff member to inform the customer that a member of the Quality Team will be in contact within 2 working days after receiving complaint.

Stage 2- Raising a Complaint

- Staff member to forward full details on to the Quality Team in order to investigate.

Stage 3- Customer contact

- The Quality Team will contact the customer in receipt of the complaint within 2 working days.
- Full details will be taken of the complaint/issues and a time scale agreed for investigation and resolution.
- The Quality Team will log the details and inform the relevant Department Manager to investigate.
- A letter/email will be sent from the Quality Team acknowledging the complaint with reference to an estimated time frame, along with a copy of the complaints policy.

Stage 4- Investigation

- The Department Manager to conduct full investigation into complaint/issues which have been raised by the customer within 5 working days of the complaint being raised.
- The Quality Team to support with the investigation to ensure all issues are fully investigated and recorded.
- The Quality Team will inform the customer of updates to ensure timely completion of the complaint.

Stage 5- Outcome (if necessary)

- The Investigation findings will be passed to the Senior Management.
- Senior Management will make a judgment based on the investigation findings and come to a conclusion.
- The Senior Management will then inform both the Department Manager and the Quality Team with an outcome.

Stage 6- Resolution

- The Quality Team will communicate with the customer the outcome of the investigation via telephone/email/face to face contact within 10 working days.
- The Quality Team will then write to the customer with the investigation findings and outcome.

- Quality Team will update complaints log and any actions established from investigation will be discussed with senior management during the monthly Quality management meeting.

F) APPEALING AFTER AN INITIAL COMPLAINT HAS BEEN RAISED

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to the Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 10 working days.

The Managing Director can be contacted on:

Name: Mark Currie

Call: 0161 653 5767

Email: Brenda.K@Mantralearning.co.uk

Write to: Mantra Learning, Greengate, Middleton, Manchester, M24 1RU

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

G) COMPLAINTS ESCALATION TO OTHER AWARDING/FUNDING BODIES

If complaint is raised by a Learndirect funded learner and the learner is not happy with the outcome of Mantra Learning's investigation then Learndirect customer service team can be contacted on 0800 101 901, by visiting www.learndirect.com/help/contact-us or by writing to 'Freepost Learndirect'.

If a complaint is raised by a DWP fully funded learner, and the learner remains dissatisfied with the final outcome of Mantra Learning's investigation, the option can be given for the learner to contact the Independent Case Examiner (ICE) to consider it further. ICE can be contacted by telephone on 0345 606 0777, in writing at PO Box 209, Bootle L20 7WA or by email at ice@dwp.gsi.gov.uk. This information can be given verbally or in writing.

If a learner is funded by any other provider, please speak to the contracts department.

Should you require details of any other Awarding Body, please contact the Contracts Team within Mantra Learning on the above telephone number.

F) CONTRAVENTION OF THIS POLICY

Failure to comply with any of the requirements of this policy is a disciplinary offence and may result in disciplinary action being taken under Mantra Learning Ltd.'s disciplinary procedure.

Signed: Mark Currie (Managing Director)

Date: May 2018
Review Date: May 2019