



# COMPLAINTS POLICY



## **M.E.A.T (Ipswich) Limited**

### **Introduction**

MEAT is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers, including complaints, and have developed a Complaints Policy and an associated complaints Procedure. Our Complaints Policy explains our broad approach to handling all complaints. Our Complaints procedure provides clear information on how individual complaints will be handled.

Reports relating to complaints will be responded to in accordance with our Policies and Procedures. If you are not satisfied with the way we have handled your complaint, this will be dealt with as a failure of service under the terms of our Complaints Policy.

### **Aims**

MEAT aims to resolve complaints quickly, fairly and effectively. We will:



- Aim to put things right quickly for our customers when they go wrong;
- Keep our customers informed of the progress of their complaint and the results of any investigations;
- Seek to learn from each complaint to improve future performance;
- Set performance targets for responding to complaints and monitor our performance against these targets;
- Advise our customers of their right to appeal if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure.

## **What is a complaint?**

A complaint is when a customer tells us that they are not happy with something that we have done or not done, and we have not put things right.

## **Who is a customer?**

A customer is anyone who contacts MEAT to request a service, or is in receipt of a service.

## **How can a complaint be made?**

Any customer wishing to make a complaint can do so, by phone, email, website or letter.

## **What is the process for making a complaint?**

The process for making a complaint is detailed in the Complaints Procedure. This is a single document for use by MEAT and customers.

## **Monitoring**

MEAT is committed to continuous improvement in service delivery.

Our Service Standards for Complaints are:

- We will make it easy and straightforward for you to make a complaint;
- We will endeavour to respond to your complaint within the published timescales and keep you informed;
- We will ensure you have a full explanation to your complaint in your preferred format;
- We will tell you if changes have been made to services following your complaint;
- We will review our Complaints Policy at regular intervals.



## **Responsibilities**

All staff are responsible for developing and encouraging good customer care handling practice.

Compliance with Customer Complaints Policy is the responsibility of all members of the Company.

## **Communication**

Our customer Complaints Policy is available in hard copy. Please contact us if you would like a copy.

Training will be provided for staff to ensure awareness is raised and that staff have a clear understanding of a customer complaint and their responsibilities.

## **Equality & Diversity**

Customers have a right to express dissatisfaction with the services they receive from MEAT. Customers using this policy can expect to be treated fairly and without discrimination.

The company has an Equality & Diversity Policy that covers all aspects of equality.

## **Procedure**

If you are unhappy with the service provided by us – whether it is the learning experience assessment, the support you are receiving or about staff or the organisation itself – we promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as quickly as possible.

If you have a complaint about a decision that we have made that affects you, for example, if you feel that you have received the wrong grade for an assessment, or you disagree with an examination result, you should use the relevant awarding organisation's appeals procedures in your induction book. For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We're also interested in your ideas for improving our services. We use the information you give only to improve things. Passing on personal information about you is protected by the Data Protection Act.

If you want to complain, here's what you can do:

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 3 months of the event or problem occurring. At any stage, you can register a formal complaint by telephone, email, website or letter. Give as much information as you can, including times, dates, places and names. Contact MEAT by email: [admin@meatipswich.co.uk](mailto:admin@meatipswich.co.uk) or post (recorded delivery) to MEAT, Unit 11a Hillview Business Park, Old Ipswich Road, Claydon IP6 0AJ.

# M.E.A.T

You will get a first response within one week of receipt of your complaint, and a further response within four weeks. A full investigation will take place via MEAT.

If you are not satisfied with the outcome of your complaint, you can ask for your complaint to be passed to the chair or vice chair of governors.

When Meats procedures has been exhausted, complaint will be forwarded to the chair or deputy chair of governors who will carry out further investigations and may well request a meeting with the complainant at a mutual and convenient location.

MEAT is committed to “Right First Time” but recognise there may be instances, when our high standards are not met; hence our grievance procedure is in place in order we can learn from our mistakes and improve any shortfalls in the operation of the company.

Signed:



**JANE DALE**

Managing Director

Reviewed: April 2024

To be Reviewed: April 2025



Forms part of Policy 41

**COMPLAINT FORM**

<b>COMPLAINT INFORMATION</b>	
<b>Name:</b>	<b>Telephone Number:</b> <b>Mobile:</b>
<b>Address:</b>	<b>Email address/Other contact</b>
<b>COMPLAINT INFORMATION</b>	
<b>Date Received:</b>	<b>Information taken by:</b>
<b>Details of complaint:</b>	
<b>Date received by:</b>	<b>Information given by:</b>
<b>Suspected Cause:</b>	
<b>Corrective Action: (including telephone calls, emails etc. sent date and by whom)</b>	
<b>Correct Action persons(s):</b>	
<b>Corrective Action follow-up:</b>	
<b>Outcome of Corrective action from complainant's view:</b>	
<b>Procedure to prevent recurrence of problem causing complaint:</b>	

**Signature (on completion of complaint procedure)**