

Complaints Procedure

Magic Beans Group prides itself on offering a high quality of service however on occasions where issues or complaints are raised we will follow a professional and efficient process that seeks to resolve any complaints as quickly and effectively as possible. We take every complaint seriously and work to a high standard to ensure resolution as quickly as possible.

Complaint Received

Complaint is received by the organisation via telephone/e-mail/writing/via website.
Complaint issued to General Manager or in their absence Managing Director.

What is the complaint about?

This list could include but is not exhaustive;

- Other learners
- Resources at Magic Beans Group
- Course content
- Staff member
- Grants
- Information provided
- Customer service
- Scheduling of training
- Lack of contact from Magic Beans Group

GM/MD decides on appropriate staff member to resolve the complaint but GM /MD remains the overall owner of the complaint until resolution.

All complaints to be acknowledged and initial investigation to commence within 5 working days of receipt of the complaint.

Who to file complaints to?

If, from the initial contact with the complainant, the complaint has not been resolved within one business day, pass the complaint details to the relevant manager and provide all information and/or documentation relating to the complaint.

Complaints about Safeguarding, Equality and Diversity, Health and Safety and prevent are forwarded to the Designated Safeguarding Officer to deal with on the same day complaint is made. If DSO is not available, complaint to be forwarded to the Deputy DSO.

Complaints about age grants, communication, scheduling, Magic Beans Group member of staff, facilities is forwarded to the General Manager.

Complaints about apprenticeship employer, apprentice, assessor, assessment decision is to be forwarded to Apprenticeship Provision Manager.

Complaints about Traineeship placement from learner or employer is to be forwarded to the Team Leader – Sales.

Update the complaint details on the Complaints database, ensure any relevant documentation is attached to the complaint record, ensure that throughout dealing with the complaint that the database is kept up to date.

Complaints Investigator to resolve complaint within 4 weeks or to provide a holding response

Complaints Investigator will resolve the majority of complaints within four weeks, providing the complainant with a final response and ensuring regular updates are provided to the complainant where relevant.

If, however, the complaint is complex and taking longer to resolve, a holding response will be sent to the complainant explaining the situation and informing the complainant when further contact will be made (which would be within 8 weeks of the receipt of the complaint).

More complex complaints may require to be forwarded to the General Manager.

All correspondence issued to complaint to be attached to the Complaints database against the relevant complaint log.

Complaint resolution

Complaints Investigator will endeavour to resolve the complaint within eight weeks of receiving the complaint, providing the complainant with a final response.

If, however, the Complaints Investigator is unable to issue a final response, a holding letter will be issued explaining why the company is not yet in a position to provide a final response, the reasons for the delay, and informing the complainant when the company expects to be able to provide a final response.

All correspondence issued to complaint to be attached to the Complaints database against the relevant complaint log.

Complainant to continue liaison with Complaints Investigator or refers to Managing Director

If the complaint has not been resolved within 8 weeks, the complainant may continue to liaise with Complaints Investigator or contact the Managing Director with the details of their complaint.

The Complainant should be provided with the copy of SFA guidance on “How to make a complaint about a Training Provider” and copy of guidance from the relevant Awarding Bodies on how to appeal the result or make a complaint about a Training Provider.

Complaints Investigator to issue final response

Following investigation, Complaints Investigator will issue their final response which includes notification to the complainant of their right to refer the complaint to the Managing Director if they remain dissatisfied.

Complaints Investigator to liaise with Managing Director for final outcome

Complaints Investigator will liaise and with the Managing Director, including providing them with the complaint details in preparation for their decision on resolving the complaint should the General Manager be unable to resolve the complaint.

The Managing Director will liaise with Skills Funding Agency, Ofsted, Awarding Bodies or other stakeholders that may be involved with this complaint if relevant.

Throughout this process Complaints Investigator to log complaint details, supporting evidence and updates on Complaints log.

General Manager or Managing Director to monitor Complaints Logs for trend analysis in order to identify any systemic issues/trends arising from complaints received and ensure corrective action and continuous improvement is actioned.