



MEPA TRAINING

COMPLAINTS POLICY

THIS POLICY IS WRITTEN FOR AND APPLIED TO MEPA STUDIOS AND MEPA COLLEGE.

Updated & Adopted:	July 2026
Review Date:	July 2027



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1. STATEMENT

MEPA College is committed to providing a high-quality education and professional training environment. We recognise that, occasionally, concerns or complaints may arise. This policy sets out how complaints will be handled fairly, promptly and transparently, ensuring that all parties are treated with respect and confidentiality.

Complaints are viewed as opportunities to learn and improve our practice.

2. Scope

This policy applies to:

- Students, parents/carers, staff, visitors and external partners.
- Concerns relating to teaching, learning, welfare, or administration.

It does **not** cover:

- Safeguarding concerns (see Safeguarding & Child Protection Policy 2026).
- Appeals against assessment decisions (see Assessment Appeals Policy).
- Staff grievances (see HR Grievance Procedure).

3. Legal Framework

This policy aligns with:

- *Keeping Children Safe in Education (KCSIE) 2026*
- *Equality Act 2010*
- *Data Protection Act 2018*
- *Public Sector Equality Duty (PSED)*

4. Principles

MEPA College will:

- Treat all complaints seriously and confidentially.
- Respond promptly and fairly.
- Ensure accessibility for all, including large-print or translated versions.
- Keep accurate records of all complaints and outcomes.
- Review complaints data termly to identify patterns and inform improvement.

5. Complaints of Safeguarding Nature

Complaints involving allegations of abuse or safeguarding concerns will be **immediately referred** to the **Designated Safeguarding Lead (DSL)** and, where appropriate, to external agencies such as the **Local Authority Designated Officer (LADO)** or the **police**.

Safeguarding concerns always take precedence over this procedure.

6. Informal Complaints Procedure

Step	Description	Handled By	Expected Timeframe
1	Attempt to resolve the issue directly with the	Student / Student Welfare Officer / Senior Management	As soon as possible

	person involved (student or staff).		
2	If unresolved or serious, request mediation with agreement of all parties.	Student Welfare Officer / Senior Management	Within 5 working days
3	For staff complaints, student may ask for support from Senior Management.	Senior Management	Within 10 working days

If the complaint cannot be resolved informally or believed to be of a serious nature, it moves to the formal stage or can start at the formal stage.

7. Formal Complaints Procedure

Stage	Description	Handled By	Expected Timeframe
1	Submit written complaint to the Principal or Deputy Principal.	Principal / Deputy Principal	Acknowledged within 10 working days
2	Investigation conducted; evidence gathered; outcome shared in writing.	Principal / Designated Investigator	Within 20 working days
3	If unresolved, appeal. For students studying the BTEC Program this will be Leaf Studios. For full time college please send appeal to the Principal and or Vice Principal	Leaf Studios Principal / Vice Principal	Within 30 working days
4	Final decision communicated in writing; record retained securely.	Principal	Within 10 working days

8. Confidentiality and Data Protection

All complaints are handled in accordance with the *Data Protection Act 2018*. Records are stored securely and retained for a minimum of six years. Information will only be shared with those directly involved in resolving the complaint.

9. Monitoring and Learning

Complaints are reviewed termly by the **Senior Management Team** to identify recurring themes and inform staff training, policy development and student support strategies.

10. Accessibility and Support

Alternative formats (large print, translated versions, or assisted submission) are available upon request. For support, contact: Vice Principal – EFinch@mepatrainig.com

11. Linked Policies

- Safeguarding & Child Protection Policy 2026
- Equality & Diversity Policy 2026
- Anti-Bullying Policy 2026