



MEPA TRAINING

COMPLAINTS POLICY

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

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COMPLAINTS STATEMENT

It is MEPA Training's policy to respect the rights of any student or teacher to state a legitimate complaint and to expect such complaints to be dealt with as soon as possible. Staff of MEPA Training are expected to treat legitimate complaints seriously, adhering to a strict confidentiality agreement. Also, to recognise that other members of MEPA Training may need to be consulted to resolve the matter; and to seek a speedy and as full a resolution of the complaint as soon as possible.

The purpose of this document is to:

- Define the available procedures and their time scale
- Indicate courses of action and options available
- Indicate sources of advice
- Advise and inform students
- Advise and inform staff
- Contribute to encourage positive action on critical feedback to resolve the problem(s).

COMPLAINT AGAINST ANOTHER STUDENT

If a student or parent has a complaint with another student, it is hoped that most problems can be resolved speedily by means of student pursuing matters informally but directly with the person concerned. In circumstances where the informal approach fails or where the matter is sufficiently serious or urgent, the formal complaints procedure may be used. Deciding how and where to begin the process of a complaint depends on the nature of the problem concerned and rests initially with the student affected.

PROCEDURE

Informal

Initially we would encourage the student to discuss the problem with the student concerned in a sensible and professional manner.

If the students were unable to resolve this matter with a simple discussion or if the matter was sufficiently serious this can be discussed with the aid of a mediator. This is an intervention in a dispute/complaint in order to resolve it; Mediation is voluntary and will only take place with the agreement of all parties.

The student support officer's are happy to discuss and mediate any student-to-student problems (please see staff structure).

If this matter continues and in turn affects the running of college or any college classes, this will become a matter for Senior Management and will become a formal complaint.

Students are advised to keep notes made at the time of:

- The date and nature of any incident that would lead to a complaint;
- The date(s) on which s/he took steps to raise the complaint and seek its resolution;
- The date(s) and content of any responses given.
- Student Support Officer - Emma Finch / Lewis Muir / Tilly Cook

The Student Support Officer may act as a confidential and impartial adviser for students in matters relating to their welfare in Academy, College or Studios. The Student Support Officer may be consulted for advice on the proper procedures to be followed when problems arise and may assist when appropriate in resolving complaints and disputes.

Formal

The objective of the formal stage of this procedure is to help reach a prompt resolution of the complaint in cases where informal steps have failed.

A student should put in writing a clear, concise statement of the complaint, details of any steps taken previously to address it, and submit it to the Senior Management Team.

The Senior Management Team should normally respond within ten working days. Such a period may be necessary to allow investigation of the matter. If it is not possible for a response to be provided within ten working days, written acknowledgement of receipt of the complaint will be given within ten working days with an indication of when a response will be made.

The student who is the subject of a complaint, will be given appropriate opportunities to respond to the complaint.

If a meeting between the students is needed, this will be with the Senior Management and done in a sensible and reasonable manner.

Once the meeting has taken place the Senior Management will discuss how to resolve the matter and communicate with in writing to both parties.

The decision of the Senior Management is final.

The Senior Management Team will keep a record of each complaint received under the formal stage of this procedure comprising the name of the student, the nature of the complaint and how it has been resolved.

Any actions of gross misconduct, which include violence, drugs, abuse, bullying, destruction of property, theft and other factors of a serious nature will be class as Gross Misconduct and will lead to being expelled from Academy, College or Studios.

COMPLAINT AGAINST A MEMBER OF STAFF

If a student has a complaint with a member of the teaching staff. That student is not allowed to confront that staff member personally. They must report their complaint to a member of the Senior Management Team as soon as possible. (Please see staff structure)

PROCEDURE

Informal

As soon as a problem occurs with a staff member the student must contact a member of the Senior Management Team as soon as possible.

If the Senior Management are not available at that time, the student must go to reception and ask to arrange a meeting with either Emma Finch or Mandy Ellen (please see staff structure)

Where possible the Senior Management will discuss this with the teacher and resolve the problem in a swift and informal manner.

Mediation can be used; this is an intervention in a dispute/complaint in order to resolve it. Mediation is voluntary and will only take place with the agreement of all parties.

Students are advised to keep notes made at the time of:

- The date and nature of any incident that would lead to a complaint;
- The date(s) on which s/he took steps to raise the complaint and seek its resolution;
- The date(s) and content of any responses given.
- If, having pursued the matter informally, the student believes that his / her complaint has not been appropriately, fairly or reasonably addressed the student may follow the formal stage

Formal

The objective of the formal stage of this procedure is to help reach a prompt resolution of the complaint in cases where informal steps have failed.

A student should put in writing a clear, concise statement of the complaint, details of any steps taken previously to address it, and submit it to the Senior Management Team. If the complaint is against the Senior Management Team a statement should be submitted to the Lewis Muir.

The Senior Management Team should normally respond within ten working days. Such a period may be necessary to allow investigation of the matter. If it is not possible for a response to be provided within ten working days, written acknowledgement of receipt of the complaint will be given within ten working days with an indication of when a response will be made.

The member of staff who is the subject of a complaint, will be given appropriate opportunities to respond to the complaint.

If a meeting between the student and staff member is needed, they will both have the option to bring representation with them. This may come in the form of a parent / guardian, legal representative, colleague or friend but Senior Management will need to be informed of the additional people attending the meeting prior to the meeting.

Once the meeting has taken place, the Senior Management will discuss how to resolve the matter and communicate with in writing to both parties.

The decision of the Senior Management is final or if against a member of the Senior Management the decision will go to Lewis Muir, Student Support Officer.

The Senior Management Team will keep a record of each complaint received under the formal stage of this procedure comprising the name of the student, the nature of the complaint and how it has been resolved.

OUTCOME

It is not possible to know the exact outcome(s) of individual complaints and the timescale needed to resolve them. Where a complaint is found to be justified, possible outcomes might include apology, a practical resolution, a commitment to prevent/avoid recurrence of a problem, extension of deadline(s) for completion/submission or other allowance of extra time or an opportunity to re-sit an examination or other assessment.

Additionally, due to data protection, we are unable to share specific details, information or outcome actions relating to the student/child the complaint is made about.

WHO TO CONTACT

At MEPA Training we pride ourselves on having an 'open door' policy allowing students the freedom to discuss anything on their minds. Although college runs smoothly on a day-to-day basis there may be a time when you would want to speak with a member of the Senior Management. Please see below a list of the members of staff available and what areas they can help with.

NAME	Job Role	CONTACT DETAILS
Mandy Ellen	Principal Proprietor Senior Management	OFFICE: 01622 756644 Email: mellen@mepatraining.com Or please talk to us in person
Emma Finch	Vice Principal Senior Management Student Support Officer	OFFICE: 01622 756644 Email: efinch@mepatraining.com Or please talk to us in person
Lewis Muir	Operations Senior Management Student Support Officer	OFFICE: 01622 756644 Email: lmuir@mepatraining.com Or please talk to us in person
Marie Quiban	Accounts	01622 756644 Email: accounts@mepatraining.com