

Complaint's procedure

MTC Learning

How we deal with complaints

We want to help you resolve your complaint as quickly as possible.

Let us know if you are unhappy about:

- A decision we have made
- Any aspect of our work
- A member of our staff providing incorrect information or treating you unprofessionally.

If you are concerned about a policy issue, including its impact on you, we will reply to you providing information and an explanation. Where appropriate we will provide you with local contact details and sources of further information.

We aim to answer your enquiry fully. If we fail to do this please let us know and we will try and add to our original reply.

If your concern falls outside of Migrant Training's range of responsibilities we will forward your complaint to the right person as quickly as possible.

Making a complaint

There are a number of ways you can contact the Company to make a complaint.

By telephone

Please contact our Head Office and ask for Adel Bellalem on 020 85563775.
Lines open from 9.00am to 5.00pm Monday to Friday, excluding Bank Holidays.
We will try to resolve telephone complaints on the spot.

By email

Send complaints to:

- adel@mtclearning.org

By post

Write to:
Adel Bellalem (Strictly Confidential)
MTC Learning
First Floor Alison House
638 High Road Leytonstone
London
E11 3DA

By fax

Send faxes to the Chief Executive Officer on 020 5563775

MTC learning complaints procedure

The complaints procedure has four stages.

Dealing with your complaint immediately

Our aim is to resolve complaints on the spot, so if you know which centre, section is responsible for the service you are concerned about, or the name or title of the appropriate member of staff, please make your complaint directly.

If you do not have this information, please contact the Head office (020 85563775). We will either direct you to the right person or take a note of your complaint and pass it to him or her. We will usually do this within 24 hours.

Formal complaint

If you are not happy with the response to your complaint please ask that your complaint is sent to Head of Complaints, who will reply within 20 days or write to let you know why this cannot be done and agree a new deadline with you.

Independent review

If you are not satisfied with the response from the Head of Complaints, you have the right to take your complaint to the Board of Trustees.

In some circumstances it may be helpful to refer your complaint to someone independent who has relevant knowledge and expertise, and is able to review your complaint and the way we have handled it. We will discuss this option with you and agree the best way forward.

Funding Body

If you remain unhappy with the company's actions, you may ask the funding body to investigate your complaint and the way it has been handled. Details of the funding body for your particular course can be provided on request.

Process - General

Should the applicant be dissatisfied with the outcome of their request for information they can seek to resolve the issue by invoking the Company's complaints process. The applicant will be informed of his or her right to complain to the Company in the initial response to their request. Any complaints or written replies from applicants dissatisfied with the Company's response to a valid request for information request must be directed to the Head Office. The complaint will give rise to a full reconsideration of the handling of the case, as well as the final decision.

Process steps

1. On receipt of a complaint or a letter from an applicant expressing dissatisfaction with the Company's response to a valid request for information, the Company will acknowledge the letter and inform the applicant of the target date for the review. The normal target time for responding to the applicant is 20 working days.
2. The Company will request a full history of the case from the centre(s) involved in responding to the original request for information. In order to complete the review within the target time, the relevant documents must arrive in the Company's Head Office within 10 working days
3. Where it is apparent that the response to the complaint will take longer than the target time (for example because of the complexity of the particular case) the Company will inform the applicant and explain the reason for the delay.
4. Dealing with the complaint will consist of an analysis of the evidence; consideration of the appropriateness of the exemption(s) cited; review of the arguments for withholding/disclosing information in the particular circumstances of the case; and consideration of whether the public interest has been properly considered, consulting the business area that handled the initial request where necessary. Where it would be helpful to do so, the Company will also discuss the case directly with the applicant.
5. The complainant will always be informed of the outcome of his or her complaint. The proposed disclosure of information or further information will only be made in full consultation with the business area(s) concerned. Where the outcome of a complaint is that an initial decision to withhold information is upheld, or is otherwise in the Company's favour, the applicant will be informed of his or her right to complain to the funding body.