

Mock Transfer Tests

Mock Transfer Tests

Complaints Procedure Policy



*When a helping hand
is all you need.*

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Document Location

This document is only valid on the day it was printed.

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Revision History

Revision date	Previous revision date	Summary of Changes
01/10/2021	None	First draft
01/02/2022	01/10/2021	None
19/01/2023	01/02/2022	5.2 edit typo, 5.4 ZOOM changed to Video call, 8.0 added 3 rd parties.

Approvals

This document requires the following approvals.

Signed approval forms are filed in the Management section of the project files.

Name	Title	Organisation	Date of Issue	Version
Andrew Filer	Operations Manager	Mock Transfer Tests	19/01/2023	V3
Gill Filer	Senior Tutor	Mock Transfer Tests	19/01/2023	V3

Distribution

This document has been distributed to

Name	Title	Organisation	Date of Issue	Version
Andrew Filer	Operations Manager	Mock Transfer Tests	19/01/2023	V3
Gill Filer	Senior Tutor	Mock Transfer Tests	19/01/2023	V3
Website	Website	Mock Transfer Tests	19/01/2023	V3
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1.0 Introduction

Mock Transfer Tests (MTT) strives to provide a professional service for all students and their families. MTT work hard to build a positive relationship with parents, however it is acknowledged that parents may wish to raise concerns or make comments.

The following procedures are in place to provide a formal process for responding to complaints and feedback from parents / carers.

MTT takes all complaints and feedback seriously and has a programme of continuous improvement to ensure the service provided is maintained, refined and developed to a high standard.

2.0 Aim

MTT aims to provide a professional supportive service, being fair, open, and honest when dealing with concerns or complaints, and deal with them in a timely manner.

MTT aims to be transparent in our dealings with parents/ carers and listen to feedback, allowing us to constantly evolve our services to support the needs of parents, students and any 3rd parties (Schools, venues, suppliers).

3.0 Scope of this policy

The scope of this policy relates to the process of dealing and responding to formal and informal feedback and complaints. Feedback and complaints may come from:

- Feedback via social networks such as Facebook, Twitter and Instagram
- Feedback from individuals, groups and communities, members, supporters, partners, organisations and the wider public.
- Response to surveys, such as end of year Survey Monkey questionnaires. (or similar)

All feedback will be treated with courtesy and respect and handled with sensitivity. MTT also will endeavour to respond in a timely manner, acknowledging receipt of any correspondence within 24 hours of receipt.

MTT may receive comments, suggestions and feedback, as well as expressions of satisfaction or dissatisfaction, MTT may respond to these, but it is not part of the formal process.

Data Protection – GDPR, Any response will be on a need-to-know basis and will follow any relevant data protection requirements. (Please see MTT GDPR Policy)

4.0 Definition

A complaint is a formal claim that MTT, a tutor or one of MTT associates has failed to meet the services stated.

A concern regarding the behaviour of MTT tutors or other associates will also be treated as a complaint.

A response to a survey is specific to a questionnaire, where concerns are raised, MTT may treat these as a complaint.

For MTT to be able to understand the complaint, there must be sufficient information provided (ideally in writing), what happened and how it may be resolved, being clear as to the nature of the complaint

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A compliant trigger a more formal process than a comment

Feedback provided anonymously will be taken into account and used as an opportunity to improve. MTT cannot respond to anonymous feedback. MTT may choose not to respond to feedback that:

- Is abusive, prejudiced or offensive
- Harasses a team member
- Seeks to bypass stages in the complaint's procedure
- Is repeatedly stated in a manner not conducive to resolution
- Is incoherent or illegible
- Concerns something that MTT has no direct connection to / with.

5.0 Process

If a parent / carer wishes to raise a concern or complaint, they should:

- 5.1 Raise the concern / complaint with the member of MTT staff in the first instance. This may be a tutor, a TA or associate supporting an event or class.

Parents / carers, or 3rd parties, should provide details, discussing a possible resolution mutually agreeable to both / all parties. This allows for quick, responsive action to take place, with a positive outcome.

MTT will make a record of such a concern / complaint in the class record or events document, noting the points raised and agreed resolution. MTT may follow this up afterwards with all parties involved.

- 5.2 Where there is a need for a more formal response, such as an action plan which needs monitoring, or the concern / complaint is of a serious nature, MTT will make a record of the concern / complaint in the class record, or events document and will contact the parent, carer or 3rd party via telephone, or email.

MTT will complete a Complaints Record based on the information noted.

5.3 Follow up in writing

MTT will write to the interested parties (via email) stating the facts recorded in the Complaints Record. MTT may seek clarification or additional information to enable a full response to be provided.

5.4 Follow up telephone, video call or face to face meeting

MTT may wish to follow up the initial complaint with a phone call, video call meeting or face to face meeting to discuss and seek further details.

MTT shall take notes of all calls and meetings and send an email summarising the points discussed and any actions agreed.

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5.5 Action plan

MTT will, after discussion, put in place a corrective action plan. This shall summarise the points raised, the agreed actions to be taken, timescales, ownership and ongoing monitoring approach.

A copy of the Corrective Action plan shall be kept on record for future review.

5.6 How MTT will respond

MTT will normally respond to parents / carers using the same method used to contact us, so that MTT can bring a speedy resolution to the complaint.

When contacting MTT, parents /carers are invited to offer feedback how the matter can be resolved. Parents / carers feedback is very helpful to MTT.

MTT also listens to comments made in social media platforms. MTT may contact individuals directly as a result.

Sometimes MTT will give feedback in person. MTT aim to resolve the issue as fast as possible. However, we realise this is not always possible.

MTT treat feedback with courtesy and respect and will when receiving it:

- Listen carefully
- Note the facts
- Note the person's contact details and check that these are recorded correctly
- Note any requested actions
- Inform the person providing the feedback of our policy and where it is located on our website

MTT will acknowledge receipt of a complaint within 24 hours.

MTT will seek to respond within 3 working days on the next steps.

5.7 What MTT aims to do

MTT will, wherever possible assign your complaint be resolved by the person responsible. However, we acknowledge that this may not always be possible in which case it may be handled by another member of our team.

MTT will keep a record of the complaint in order to:

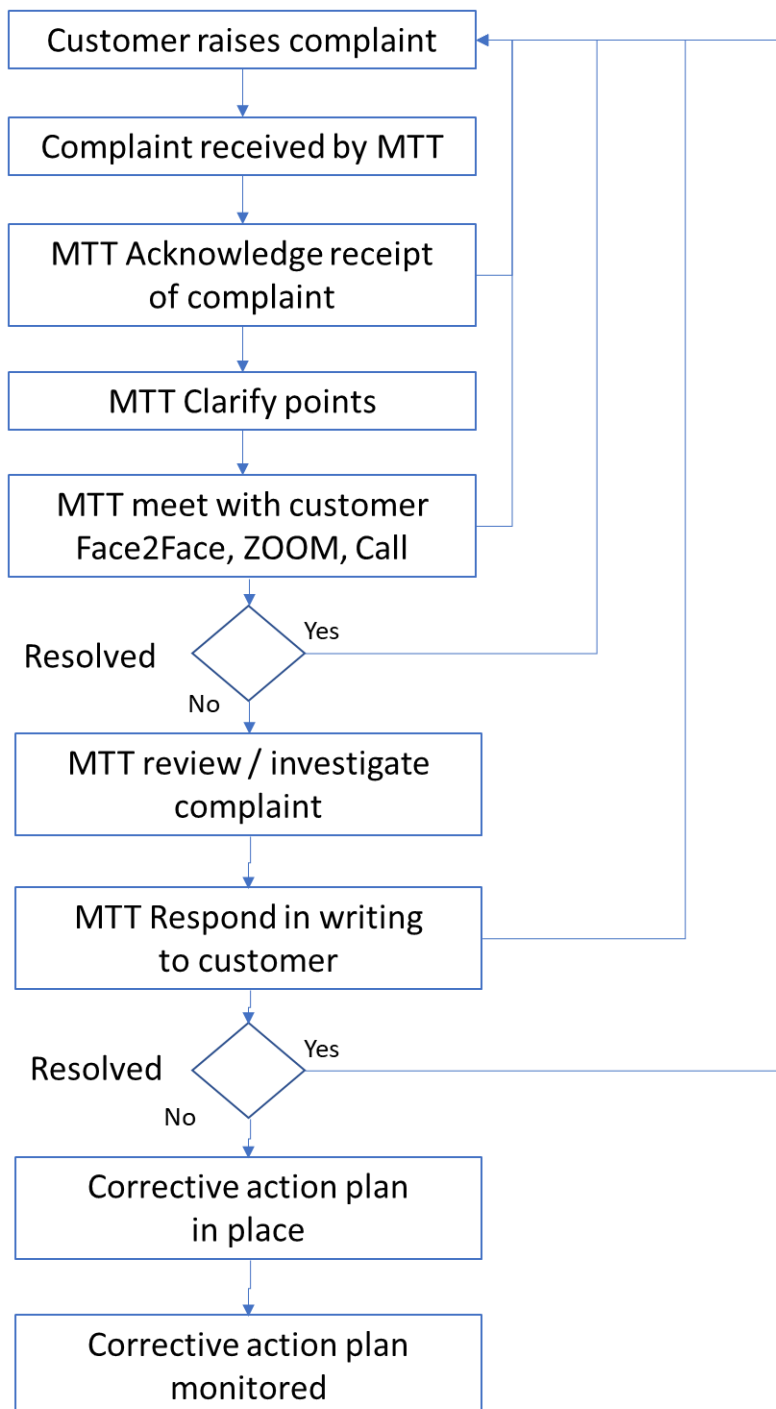
- Monitor the progress of the complaint
- Provide parents / carers with evidence that the complaint was considered, and inform parents /carers of the outcome
- Identify recurring themes or trends
- Compile reports, if necessary for the data protection regulator

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6.0 Process Flow.

There are three levels of complains / concerns.

- I. Minor complaint, concern – verbally raised with MTT staff, discussed, acted upon, closed.
- II. Medium complaint – verbally raised, or received in writing / email, discussed and formal action plan agreed and documented.
- III. Major complaint, concern – formal complaint escalated to MTT senior management verbally / in writing, requiring clarification, investigation, resolution, corrective action plan and monitoring.



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COMPLAINTS FORM

Complaint lodged by:		
Date: / Time:	Date:	Time:
Customer name:		
Address:		
Tel / Mobile:		
Email:		
Nature of complaint:		
Clarifications:		
Resolution:		
Further action required:		
Monitoring period:		
Escalated to:		
Date / Time closed:	Date:	Time:
Authorised / Approved by:		
Note:		

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7.0 Compliance

MTT has policies and procedures in place to make sure that all associates are informed and adopt this policy. A training record is maintained to ensure compliance to this policy.

8.0 Contact details

If parents / carers or 3rd parties have any queries about this policy, need further information or wish to lodge a complaint they can use the details below to contact MTT.

Mobile: 07785 770801, Telephone: 01923 213616 Please note these are not help lines, and MTT staff may not be available at all times, (in a class) requiring parents / carers to leave a message.

Responses to any telephone communication is within the business hours of Monday to Saturday 9:30am to 5pm. (Please note that this does not include UK Bank Holidays.)

Email: email us at enquiries@mocktransfertestests.co.uk

Post: parents / carers can write to: MTT, 11 Wilcot Ave, Oxhey, Watford, Herts, WD19 4AT

Parents / carers or 3rd parties will need to provide their name, address and contact telephone number, email address.

9.0 Changes to this Policy

MTT may change this policy from time to time. Parents / carers or 3rd parties should check this policy occasionally to ensure they are aware of the most recent version that will apply each time you access the website.

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