

# ***Internal Complaints Procedure for Centres offering MTB Exams***

## **Introduction**

This document sets out our complaints policy and procedure and is aimed at our learners, who are enrolled on or have taken an MTB Exams Ofqual regulated approved qualification or unit. The term 'centre' as used in this policy should be taken to mean and apply to centres or individual music teachers/assessors as appropriate

It is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and improve our service.

## **Scope**

This policy covers complaints learners, may wish to make in relation to the qualifications and associated services offered by MTB Exams

It is not to be used to cover appeals in relation MTB Exams qualifications. These areas are covered by our Appeals Policy. Should a complaint be submitted which is in fact an appeal we will respond to inform the relevant party that the issue is being considered, where appropriate, in accordance with the approach outlined in our Appeals policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect malpractice or maladministration may have occurred, you should send your concern to MTB Exams directly in accordance with the arrangements in their Malpractice and Maladministration Policy.

### **Learner's responsibility**

If you or an individual is unhappy about a service or activity being delivered by us as your centre you/they must first of all try to resolve the issue directly with us (the centre) before taking the matter to MTB Exams.

### **How should I complain?**

You should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you.

If they cannot help or you wish to speak to someone else, you can ask to speak to the manager in charge if possible.

If this is not possible, or if you are not satisfied with the help provided by the manager, please send a written complaint normally within two weeks of the event you are complaining about.

Learners and/or members of the public who wish to complain about a level of service provided by the centre at which they have taken a MTB Exams qualification should have tried to resolve the issue directly with the centre before taking the complaint to MTB Exams. However, learners can make the complaint directly to MTB Exams in exceptional circumstances where they feel there was a significant breach by the centre of MTB's various procedures (contact details are provided on the MTB website [www.mtbexams.com](http://www.mtbexams.com) ).

### **If I complain what details do I have to give?**

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known);
- any names of the people you have dealt with so far;
- copies of any papers or letters to do with the complaint

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences please inform us that you do not wish for us to divulge your identity.

While we are prepared to investigate issues which are reported to us anonymously we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the complaint/allegation relates.

## **What will happen to my complaint?**

We will acknowledge receipt of your complaint within three working days, letting you know who is investigating your complaint.

We will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy and will allocate a relevant member of staff to lead the investigation and establish whether or not the issue relating to the complaint has occurred.

Where possible we will ensure that personnel assigned to the investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

We aim to investigate the complaint within 5 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this to 10 working days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

## **Successful complaints**

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements.

In situations where a complaint has been successful, we will give due consideration to the outcome and will take appropriate actions such as:

- identify any other learner who has been affected by that failure,
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- review and amend our arrangements, where appropriate, to reduce the likelihood that the failure will reoccur in the future.
- start internal disciplinary procedures against a member of our staff if we found their behaviour was not appropriate in accordance with our internal procedures and arrangements

### **What if I am not happy with the reply?**

If you are unhappy with the decision taken by us (the centre) in reviewing the complaint you can, where relevant, take the matter through our Appeal arrangements which our outlined in our Appeals Policy. If after you have exhausted our Appeals arrangements and you are still unsatisfied with the outcomes, you can complain/appeal directly to MTB Exams via their website [www.mtbexams.com](http://www.mtbexams.com)

### **Contact us**

If you have any queries about the contents of the policy, please contact us (your centre/teacher) for clarification.