

## Complaints Policy

### Introduction

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

We value all the centres and teachers delivering our qualifications and the learners who undertake them and our aim every day is to exceed the expectations of our customers.

We are confident of providing a high-quality service and it is therefore important, should you feel you have encountered a level of service that is below both your and our expectations that you raise any concerns you may have with us so that we may address them and improve our service.

### Scope

This policy covers complaints learners, members of the public or centres 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 to examination decisions made by MTB Exams. These areas are covered by our Appeals Policy. Should a complaint be submitted which is in fact an enquiry or 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 Customer Service statement or 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 us in accordance with the arrangements in our Malpractice and Maladministration Policy.

## **Centre's responsibility**

Centres should take all responsible steps to ensure that their staff involved in the management, assessment and quality assurance of our qualifications, and your associates and learners are aware of the contents of this policy.

In addition, by registering as a centre, you confirm that you either have your own complaints procedure in place to deal with complaints from learners about the services they receive from you/your centre or, if you do not have a policy in place at the moment, you agree to implement our Complaints Policy for Centre Use which is available on our website. If an individual is unhappy about a service or activity being delivered by you/your centre or associate it must first of all try to resolve the issue directly with you/your centre before bringing the matter to MTB Exams.

## **Review arrangements**

We'll review the policy and its associated procedures once every year as part of our self- evaluation arrangements and revise it as and when necessary in response to customer, learner or regulatory feedback (e.g. to align with any appeals and complaints process established by the regulators) and any trends that may emerge in the subject matter of complaints received.

If you would like to feedback any views please contact us via the details provided at the end of this policy.

## **How should I complain?**

All of our staff have been trained to help our customers, so you should first try to sort out any problem at the earliest opportunity by speaking to the MTB customer services team. Alternatively, you can raise and/or submit a complaint form found in our MTB Exams 'policies & Specifications' page (which can be accessed from the website [www.mtbexams.com](http://www.mtbexams.com)).

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

If this is not possible, or if you are not satisfied with the help provided by the manager, please send a written complaint, if possible within one month of the event you are complaining about and address it to us using the contact details provided at the end of this policy.

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 an MTB Exams qualification should have tried to resolve the issue directly with the centre before bringing the complaint to us. However, learners can make the complaint directly to us in exceptional circumstances where they feel there was a significant breach by the centre of our various procedures (contact details are at the end of this policy).

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

If you wish to make a complaint please use the official complaints form. When completing the form you will be asked to provide the following information: your full name, phone number, email, the reference of the exam in question (if applicable) and:

- 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 communications 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.

## **Complaints brought to our attention by the regulators**

Where the regulators notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below to ascertain if the same issue could affect MTB Exams qualifications.

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

We will acknowledge receipt of your complaint within 5 working days, letting you know who is investigating your complaint.

Our MTB Exams admin team will be responsible for coordinating the investigation and ensuring it 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 to establish whether or not the issue relating to the complaint has occurred.

At all times we will ensure that MTB Exams personnel assigned to the investigation have the appropriate competence and they have had no previous involvement or personal interest in the matter. If the MTB Exams administrator in question has an involvement in the complaint matter they will not be responsible for allocating a member of staff to carry out the investigation or for coordinating the investigation.

We aim to investigate the complaint within 10 working days. If your complaint is

more complex, or involves people who are not available at the time, we may extend this to 20 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 and/or issues brought to our attention by Ofqual**

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. For example, by reviewing our procedures to assess the impact on our qualification development, delivery or awarding arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been successful, or where an investigation following notification from the regulators indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- identify any other learner and/or centre 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 disagree with the decision the first point of call is the MTB Exams Head of Quality Assurance who will review the case and inform the complainant as to whether the initial decision made will be upheld or whether the case requires further review.

If you are still unhappy with the decision taken by MTB Exams in reviewing the complaint you can, where relevant, take the matter through our Appeal arrangements which are 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 the relevant regulatory authority for the qualification (e.g. Ofqual in England).

## **Contact us**

If you have any queries about the contents of the policy or if you need to contact the MTB Exams admin team you can view the appropriate regional contact details on our 'Contact' page on the relevant MTB regional site. MTB can be contacted by email or phone.