

# Complaint s Procedure

**1. The Purpose of the Procedure** The Complaints Procedure is designed to ensure that learners, employers and partners are aware of how to make a complaint.

**2. Related Documents** Other relevant documentation includes; Student Code of Conduct, Disciplinary Procedure, Equality Policy, Assessment Appeals Procedure.

**3. Monitoring and Review** The number of formal complaints received Digital Marketing mentor will be reviewed annually and a report will be presented to the Directors.

## **The Procedure**

### **Informal Stage**

Digital Marketing mentor welcomes all comments and suggestions about the services it provides and aims to resolve concerns informally and quickly at a local level. In the first instance, raise your concerns with your dedicated mentor. If you are unable to

resolve the issues raised, formal procedures below can be followed.

## **Formal Procedures**

**Purpose** - The formal procedures are intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

**Scope** - Learners, general public and external agencies (complainants may prefer matters to be raised on their behalf by their chosen representative, for example a friend, parent, guardian – this will need to be confirmed in writing).

**Definition** - Digital Marketing mentor has defined a complaint as “any expression of dissatisfaction that requires a response”. This definition will apply consistently across all functional areas. Complaints concerning assessment and accreditation are dealt with through appeals procedures set up with Awarding/Validating Bodies. Complaints from partners will be dealt with as appropriate under the relevant contract terms.

## **Responsibility of Digital Marketing Mentor**

Digital Marketing Mentor will:

- Acknowledge receipt of the formal complaint and aim to respond normally within 10 days
- Deal objectively and sensitively with the complaint
- Take action where appropriate
- Use the Complaints Procedure to continually review and improve its services

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## **Responsibility of the Complainant**

The complainant will be expected to:

- Bring their complaint to Digital Marketing mentor attention normally within 12 weeks of it occurring
- Explain the problem as clearly and as fully as possible, including any steps taken to resolve the complaint at a local level
- Allow Digital Marketing mentor reasonable time to deal with the matter
- Recognise that some circumstances may be beyond Digital Marketing Mentor's control

## **Confidentiality**

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Digital Marketing mentor observe the confidential nature of issues. However the circumstances giving rise to the complaint may be such that it might not be possible to maintain confidentiality and each complaint will be judged on its own merit. Should this be the case, the situation will be explained to the complainant and/or their representative. In the case of students raising a complaint who are aged below 18, Digital Marketing Mentor may be obliged to inform their parent/guardian.

## **Monitoring, Reporting and Review**

Digital Marketing Mentor Directors will monitor the handling of complaints in accordance with Digital Marketing Mentor procedures. Digital Marketing Mentor will receive an annual report from the Quality and Delivery manager relating to complaints made under stage 2 of the formal procedure. Digital Marketing Mentor will review the Complaints Procedure annually and measure the extent to which it is meeting its commitments, through its review of complaints and outcomes of opinion surveys etc.

## **How to make a Formal Complaint**

Where the complainant requires support in making a formal complaint they can ask the Business Support Manager, or another member of staff, to complete the form on their behalf, but the complainant must sign the form. Business Support staff should check that informal procedures have been exhausted and, if appropriate, direct the complaint to the most appropriate section of Digital Marketing mentor to pursue an informal complaint.

Complainants may select a person of their choice to complain on their behalf if they are unable to complain on their own behalf (for example, friend, parent, guardian). Complainants are advised to keep their own records and any documents which they feel

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substantiate their complaint. Complainants will be asked to confirm whether or not the issue has been raised previously on an informal basis and if so, with whom.

**Stage 1** Formal complaints should normally be submitted, in writing, using the Record of Complaint form provided at the end of this procedure if possible. A letter or e-mail will also be accepted. The complaint should be sent to:

Email [enquiries@digitalmarketingmentor.co.uk](mailto:enquiries@digitalmarketingmentor.co.uk)

2nd Floor, 9 High  
Street, Lutterworth,  
Leicestershire  
LE17 4AT

You will receive acknowledgement of receipt of your complaint, there after internal investigation will take place. A detailed response should be received within 10 working days - in exceptional circumstances it may take longer, the complainant will be advised of any delay. Digital Marketing Mentor aims to resolve matters as quickly as possible, however some issues may be more complex and therefore require longer to investigate. Consequently, time scales are indicative.

## **Stage 2**

If the complainant is not satisfied with the outcome of Stage 1, they have the option of writing to the Managing Director, stating the reason why they are dissatisfied with the outcome (normally within 10 working days of receiving written notification of the outcome of Stage 1).

FAO Julie Thompson - Managing  
Director

Email [julie@digitalmarketingmentor.co.uk](mailto:julie@digitalmarketingmentor.co.uk)

Suite 4 6 Frederick  
Street Wigston  
Leicester LE18  
1PJ

The Managing Director will respond normally within 10 working days to inform the complainant of the action being taken to investigate their complaint. At this stage any new information will be considered.

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**Record of Complaint**

Surname Mr Mrs Miss Ms

First name (s) Other

Address Male

Female

Telephone No

Mobile No

**Course** If you wish to make a formal complaint, please complete this form or ask someone to complete it on your behalf, then either send or hand it to the Business Support Team. The complaint will be acknowledged and the relevant Manager dealing with the matter will normally respond within 10 working days.

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**Signature: Date**

**Date logged and acknowledgement letter sent to complainant: referred to (Please give name of manager and their functional area):**

**Date referred to designated manager:**

**Date receipt acknowledged by manager dealing with complaint:**

**Date response sent to complaint**







