

## Complaints Policy and Procedure

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## Complaints Policy and Procedure

At MERCURI INTERNATIONAL (UK) LTD we strive to give our customers the best possible service that they expect, we recognise that sometimes things may go wrong. If for any reason you are dissatisfied with the service that we provide, please let us know so we can deal with your query and improve the service we provide.

### What is a complaint?

A complaint is when you inform us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you, the learner, wrong information
- When you receive a poor-quality service
- When you have a problem with a member of staff

We ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously and with the utmost professionalism
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

However, when a complaint is received it will be dealt with efficiently, with the aim of resolving the issue as quickly as possible, to the satisfaction of the learner and/or employer.

Employers or learners should make complaints to MERCURI INTERNATIONAL (UK) LTD in the first instance who will do their utmost to resolve the concern before any escalation is recommended.

### How to make a complaint

If you wish to make a complaint you can contact MERCURI INTERNATIONAL (UK) LTD in any of the following ways listed below:

Tel: 0330 900 0800

E-Mail: [info@mercuri.co.uk](mailto:info@mercuri.co.uk)

Post: Forward House, 17 High St, Henley-in-Arden B95 5AA

### Complaints procedure

If we receive a complaint, we will try to resolve it immediately if we can and notify you of the outcome. We will send:

- An acknowledgement within two working days
- Details of who will be dealing with the complaint
- Final response within 10 working days

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If we are unable to resolve the complaint immediately, we will:

- Ask for any further information required
- Within 10 working days:
  - Send a response
  - Update you and state when we hope to complete our investigations

We record all complaints and review them to consider if we need to make any changes to improve our services or prevent a re-occurrence.

Our internal complaints process is:

- All complaints (verbal or written) received by a Mercuri (UK) team member must be reported to the Managing Director immediately.
- It is acceptable to report complaints to the MD verbally, in the first incidence, but this must always be followed up with a written account that includes dates, times, locations, names of everyone concerned and a description of what occurred.
- The MD will instigate an investigation immediately and will talk to the people concerned as required.
- The MD may also wish to seek guidance from other Mercuri (UK) managers as part of the investigation process.
- Once the investigation has been completed the MD will determine what, if any, action is required.
- The MD will inform all relevant parties of actions to be taken, following the timelines identified above.
- Actions required may include (but are not limited to) a review of Mercuri (UK) processes, implementation of additional training, disciplinary action.
- Once the internal Mercuri (UK) policy has been followed an individual can refer to the AO (APS, ILM, CMI or C&G) Complaints Procedure or ESFA Coventry and Warwickshire, if they remain unsatisfied with the outcome.
- The MD will ensure that all complaints and the resulting actions are reviewed quarterly by the SMT to ensure that actions are monitored, and lessons are learned.

## Escalation

### Managing Director

If for any reason you are unhappy with our response to your complaint you can contact Barry Hilton, Mercuri's Managing Director:

Tel: 07740 592434

E-Mail: [barry.hilton@mercuri.co.uk](mailto:barry.hilton@mercuri.co.uk)

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### End Point Assessment Organisation (EPAO)

If you are not satisfied with the response from the Managing Director, you can escalate your complaint to our EPAO.

If a recognised ATO or Employer wishes to enquire about a learner's results or wishes to enquire about any other aspect of the Apprenticeship Programme or assessment, they may do so by following the AO/EPAO Enquiries Procedure. For further advice and guidance see the 'APS Enquiries, Complaints and Issues Procedure', which can be found on the APS website [www.the-aps.com](http://www.the-aps.com) or the 'CMI Enquiry and Appeals Procedure', which can be found on the CMI website [www.managers.org.uk](http://www.managers.org.uk).

### National Apprenticeship Service

if you are not satisfied with the response from the AO/EPAO regarding Apprenticeship delivery you can contact the National Apprenticeship Helpline on 0800 015 0400 or email [nationalhelpdesk@apprenticeship.gov.uk](mailto:nationalhelpdesk@apprenticeship.gov.uk)

## Recording

All complaints are recorded against our ISO9001 log and reported to all relevant management personnel as appropriate

## Complaints Policy and Procedure

### Version Information

Policy Title		Complaints Policy and Procedure
Policy version number	MERUK-109	
Latest version date	28/04/21	
New review date	April 2021	
Owner	Risk Management & Compliance	
Version History	Version date	Change summary
v1	18/12/18	Document creation
v2	28/02/20	Added reference to ISO9001 recording
v3	25/04/20	Internal processes updated
v4	02/10/20	Added CMI complaints details
V5	28/04/2021	Added ESFA details

Name:

Your Role:

Signature:

Date: