



Compliments and Complaints Policy

Purpose

This policy covers:

- Compliments
- Employer Complaints
- Learner Complaints

Manchester Digital (MD) is committed to providing the best possible service that we can. We recognise that sometimes customers will feel that they have cause to complain about the service they have received.

We encourage all feedback from customers, including compliment and complaints, Our policy explains our broad approach to handling all complaints. Our procedure provides clear information on how individual complaints will be handled.

Customer Feedback and Compliments

Compliments can help us share good practice and improve services.

You can let us know when we are getting things right. Any compliment received is shared with the team. If the compliment is about an individual staff member they are then informed in writing by the Line Manager and a copy of the compliment and letter is stored in their Personnel File.

We're also interested in your ideas for improving our services. We use the information you give to help inform continuous service improvement.

Please send feedback and compliment to apprenticeships@manchesterdigital.com

Employer Complaints

Manchester Digital is committed to the provision of excellent quality services to the employers we support. Your feedback is valuable to us. If at any time our service delivery does not meet our usual standards please let us know. We welcome your feedback in order to improve the quality of service for you and all learners.

Learner Complaints

Manchester Digital is committed to providing excellent services to our learners. This procedure supports learners in raising concerns and ensures a standard approach towards managing and resolving learner complaints. It enables us to track and monitor the standard of our service in order to improve quality for learners.

Complaints Procedure

We promise to take your complaint seriously and treat it as confidential. We also aim to resolve your complaint as speedily as possible.

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 3 months of the event or problem occurring.

You can register a formal complaint in writing either via
Email: apprenticeships@manchesterdigital.com or

Write to: Apprenticeships Team, Manchester Digital Manchester Technology Centre, Oxford Road, Manchester, M1 7ED

Give as much information as you can, including times, dates, places and names.

You will receive acknowledgement / first response within one week of receipt of your complaint, and a further response within four weeks.

If you are not satisfied with the outcome of your complaint you can appeal the outcome to the Managing Director whose email address is katie@manchesterdigital.com . Please note the above process must have been followed to completion before the complaint is escalated.