



Mediator Academy Complaints Policy – MA-QAP



Complaints Policy

1. Introduction

Mediator Academy is committed to providing high quality service and achieving the highest standards of support for all of our students and other stakeholders. The company encourages an environment in which constructive complaints are valued and contribute to the positive experience of everyone who uses our service or is a stakeholder of the company. This policy is designed to encourage prompt resolution of complaints at the earliest possible stage.

We aim to ensure that:

- Making a complaint is as simple as possible;
- We treat a complaint as any clear expression of dissatisfaction with our service which calls for a response;
- Every complaint is dealt with promptly, politely and professionally;
- Complaints are responded to in the right way, for instance with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- We learn from complaints and use them to improve our service.

2. Scope

This policy applies to all complaints made by all Mediator Academy stakeholders which includes our students, tutors and other members of staff as well as other external stakeholders of the business, regarding the services offered by the business.

3. Policy Statements

3.1 Mediator Academy is committed to treating all valid complaints seriously and assessing them thoroughly.

3.2 A complaint can be defined as an expression of dissatisfaction by an individual or a group of individuals about the standard of a service, action or lack of action by or on behalf of an institution. A complaint may relate to:

- The quality and standard of service offered by Mediator Academy;
- Failure to provide a service that is agreed or promised;
- The quality of learning resources;
- Treatment by, or attitude of a, member of staff, student, contractor or any other stakeholder;
- Inappropriate behaviour by a member of staff, student, contractor or any other stakeholder;
- Dissatisfaction with the company's policies or procedures;



- The process or outcome of an assessment carried out by a member of staff or contractor.

3.3 Mediator Academy reserves the right to conduct an initial investigation into a complaint but to decline to consider it if it is deemed to be vexatious or where irrational demands are made or where the complainant is unreasonably persistent.

3.4 The company reserves the right to refuse to deal with a complainant who takes an overly aggressive or abusive approach towards any member of staff; all members of staff have a right to be treated courteously and with respect

3.5 Complaints should be raised as soon as problems arise to enable prompt investigation and swift resolution.

3.6 The company requires that staff must record all complaints so that the data can be used for analysis and management reporting. By recording and using complaints information in this way, the causes of complaints can be identified, addressed and, where appropriate, training opportunities can be identified and improvements made to the services offered.

3.7 All formal complaints unless about services offered by an external body which then needs to be referred to them, should be investigated and a response sent to the complainant within 10 working days.

4. Complaints involving other organisations/contractors

4.1 Complaints relating to services offered in conjunction with Mediator Academy and other external stakeholders will be considered based on the merit of the complaint.

4.2 Complaints relating to services provided by the external body on behalf of Mediator Academy will either be referred to the relevant officer or department within the particular organisation or dealt with by Mediator Academy depending on the nature of the complaint.

4.3 The complainant will be informed of which department is dealing with the complaint and given any relevant contact details. Collaboration may be required between Mediator Academy and the relevant department at the external body to ensure that the complaint is successfully addressed and resolved.

5. Roles and Responsibilities

5.1 Complaints should be made in writing by email to the Course Director at Mediator Academy. Once a complaint is received, it will be dealt with in accordance with the procedure set out below.

Procedure

Step 1 – Early Resolution

Mediator Academy regards itself as an approachable and supportive community. In the first



instance, we encourage students to resolve any issues informally, by addressing the person(s) concerned, or approaching the Head of Learning. Wherever possible, early resolution should be sought, regardless of the nature of the issue.

Timeframe: Step 1 must be invoked within 2 weeks of the incident that is the cause for complaint.

If the student believes that the matter is still unresolved, or there are compelling reasons as to why early resolution is not possible or appropriate, the student may lodge a formal complaint as outlined below in Step 2.

Step 2 – the Formal Stage:

To include matters such as:

- teaching standards on the course;
- quality of assessment;
- conduct of assessors;
- grading of assessment;
- feedback on assessment; and
quality of content/learning materials on the learning environment.

Where the complaint concerns academic standards then the student should submit their complaint in writing to the Head of Learning by email to sabine@mediatoracademy.com

Timeframe: Step 2 must be invoked within 10 working days of the completion of Step 1.

The student should provide as much detail as possible in their complaint, including:

- full details of the cause for the complaint, including its impact;
- the action the student has taken thus far and the date(s) of that action;
- the response they have received;
- the reason for their dissatisfaction or disagreement with that response;
- the remedy that they are seeking; and
copies of supporting evidence.

Step 2 – The Formal Stage: Complaints concerning Mediator Academy professional services: 'Professional services' include matters such as:

- pastoral support (eg welfare advice)
- technical support
- accuracy of marketing materials/communications, promotions etc.

Where the complaint concerns a professional service that is provided by Mediator Academy, then the complainant should put their complaint in writing to the Head of Learning at sabine@mediatoracademy.com

Timeframe: Step 2 must be invoked within 10 working days of the completion of Step 1.

The student should provide as much detail as possible in their complaint, including:



- full details of the cause for the complaint, including its impact;
- the action the student has taken thus far and the date(s) of that action;
- the response they have received;
- the reason for their dissatisfaction or disagreement with that response;
- the remedy that they are seeking; and
- copies of supporting evidence.

Students will receive an acknowledgement of their complaint within 2 working days. Mediator Academy will endeavour to respond to the complaint, in writing, within 10 working days. Depending on the complexity of the complaint, the final response might take longer, in which case the student will be advised of this in the initial correspondence.

The complaint will be investigated by a member of Mediator Academy staff not previously involved in the incident that is the cause of the complaint. The decision of this member of staff shall be final.

Step 3 – the Review Stage: for complaints relating to academic standards only.

If the student is not satisfied with the final outcome reached regarding their complaint about academic standards, then s/he may request a review of their complaint by the Academic Advisory Board.

The student should submit their request, in writing, to the Head of Learning at sabine@mediatoracademy.com

Timeframe: a request for review must be made within 10 working days upon receipt of the outcome of Step 2.

The complaint will be investigated by the Academic Advisory Board who shall issue a decision within 4 weeks. This decision shall be final.



*Members of staff includes freelance tutors, coaches and assessors whose services are employed by Mediator Academy.

**External stakeholders include Suppliers, Contractors including External Assessors, Awarding Organisations or any other entity with which Mediator Academy have a business relationship.