

The Feedback Policy

We welcome comments and suggestions from learners, employers, organisations and members of the public about the services we provide.

Feedback can be informal or formal. If you wish to provide informal feedback you can do so by speaking to any team member at MET Academy who will be willing to listen to any feedback, comments or concerns you may have about our services. If the nature of your feedback is a complaint then formal feedback will be required. Any-one who wishes to provide formal feedback about our policies or services can do so by; completing a feedback form which can be downloaded from our website, speaking directly to a member of our team who will complete the feedback form on your behalf, writing a letter, or by contacting the MET Academy Manager.

The Feedback Policy is intended to bring any matters of concern to the attention of MET Academy Management and enable the investigation of those concerns with the aim of a satisfactory resolution. All comments and feedback, whether it's a complaint or a compliment will be viewed positively by MET Academy as a mechanism for continuous improvement. This process will ultimately help us improve the service we provide and is integral to our quality assurance framework.

A complaint is defined as an oral or written expression of dissatisfaction about an aspect of a service provided by MET Academy, it could include:

- o The provision of incorrect information
- o The receipt of poor or inadequate customer service
- o Issues with a particular member of staff
- o Unacceptable or delayed response times
- o In fact, it could be about anything

The Feedback Policy ensures that all complaints are handled fairly and consistently and are resolved in satisfactory manner.

MET Academy will ensure:

- o All formal complaints are acknowledged, in writing, within 5 working days, informing relevant parties as to who will be responsible for investigating the complaint.
- o That the complaint is investigated by the appropriate named person and a written response is provided within 15 working days.
- o If MET Academy is unable to meet these timescales due to staff absences or the need for further investigation, then MET Academy will ensure the revised timescales are communicated in writing.
- o Action is taken, where appropriate
- o During the investigation it may be necessary to meet with you or any relevant parties. If this meeting needs to occur then a written record will be kept of the meeting, which all attendees will be asked to sign.
- o The response letter addressed the concern raised with in the original complaint. If the response is unacceptable there is the right to appeal.

- ✦ Maintenance of accurate records, regarding feedback received, to ensure that the analysis of complaints helps to continuously improve MET Academy's services.

It is expected that the complaint will:

- ✦ Bring their complaint to MET Academy's attention as soon as possible after the reason/event, which caused them to complain.
- ✦ To explain the problem, in writing, as clearly and fully as possible, including any action to date.
- ✦ Allow MET Academy a reasonable amount of time to deal with the complaint.
- ✦ Recognise that some circumstances may be beyond MET Academy's control.

Appeal Process

If the response to the complaint is unsatisfactory, there is the right to appeal, a written letter needs to be received by the MET Academy Manager within 15 working days of our response letter, you must state the reasons why you wish to appeal. Your appeal will be dealt with by an appropriate member of the management team, where you will then receive written communication within 15 working days of the receipt of your appeal letter. If the response to the appeal is still unsatisfactory then a second appeal can be made to the Director, whose decision will be final.