



Medicare EMS
GROUP UK LIMITED

***EMS Academy
Complaints Policy***

Medicare EMS Group UK Limited



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Introduction

This policy relates to complaints received from those who receive services from our EMS Academy, including apprenticeships.

Whilst we always strive to provide our staff and customers (any individual or business that purchases goods, training or other services from Medicare EMS) with the highest level of service expected from a quality organisation and training provider, we recognise sometimes things don't always go as planned. It is therefore imperative and good business practice to have an efficient and effective complaints process for all.

Our staff, learners, apprentices, their employers and customers are able to make complaints in the following ways:

- By telephone
- By email
- In writing
- In person

However, 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 complainant.

Trainers or learners (who are undertaking regulated qualifications) should complain via this process in the first instance before making a complaint to the relevant awarding organization, who are only able to accept a complaint once Medicare EMS has had the opportunity to resolve it. However, we do acknowledge there may be a case where the trainer, learner, apprentice or customer does not wish to deal with the awarding organisation, we can therefore act as an intermediary while still allowing the EMS Academy to review the complaint and propose a resolution.

Learners and apprentices should note that complaints about assessment or enquiries about a results should be made using the appeals process, not the complaints procedure. For apprentices and their employers, it should be noted that appeals or complaints about end point assessment should be addressed to the End Point Assessment Organisation.

Learners and apprentices may access the Complaints Form via their orientation induction materials or through their dedicated portal.

Scope of Document

We believe by knowing what people think about what we do, we can make changes and improvements to make sure we provide the very best service, care and support we can.

However, it can be difficult for people to share their thoughts directly, so we need to make it as easy as possible for people to let us know what they think.

We do this by working and behaving in ways which make clear that we listen. This means responding positively to compliments, ideas, concerns and complaints.

This policy focuses on how we will respond to concerns and complaints.

Time Limits

A complaint must be made no later than 12 months after;

- The date the event occurred, or if later.
- The date the event came to the notice of the complainant.

The time limit will not apply if we are satisfied that;

- The complainant can give a good reason for not making the complaint within the time limit, and despite the delay, it is still possible to investigate the complaint effectively and fairly.

Anonymous Complaints

Anonymous complaints will always be investigated, this includes:

- Initial checking of the facts as described within the anonymous complaint to establish a basis for the complaint.
- Informing our Regulators, Awarding Organisations (AO), other stakeholders such as DfE, ESFA, IFATE, OFSTED or Purchasers as required, dependent upon the nature of the anonymous complaint.
- Instigating safeguarding/adult support and protection procedures if required, dependent upon the nature of the anonymous complaint.
- We will follow the principles laid out for a formal complaint as outlined in Stage 2 below.

Concern or Complaint

When anyone tells us about a concern or a worry, we will listen and try to resolve as soon as possible. Finding the answer to a problem can sometimes be achieved easily and quickly. For example, in situations where there has been a misunderstanding, clarifying the facts or taking quick action can resolve the issue.

EMS Academy staff, associates, mentors and coaches should always aim to manage any concerns in this way. That is; by listening to the concern and understanding what will resolve the matter and then taking the action (if within their authority to do so) as soon as possible. Many concerns can be resolved this way, although of course there will be concerns and complaints which require others to be involved or require a more formal approach and may require escalation.

All concerns and complaints should be recorded together with the outcome.

Our complaints procedure has three distinct stages:

Stage 1

This is when an individual informs a member of the EMS Academy Team that they are unhappy about something.

The Team member will record the information including the name and contact details of the person complaining and inform the Head of Learning and Development as soon as possible. In the absence of the Head of Learning & Development, an alternative EMS Academy manager should be contacted for advice.

Any concern or complaint should not be left for more than 24 hours without an EMS Academy manager being informed.

The Head of Learning & Development, at the first possible opportunity, and certainly within two working days, will contact a complainant in order to understand their concerns more fully.

Where the concern or complaint is about our service, we will reinforce that:

- We treat all concerns/complaints seriously.
- They will investigate their concern/complaint.
- They will report back to the complainant within a maximum of 28 working days with their findings and outcome.

When the concern or complaint is about an assessment of a learner or apprentice, we will advise them on whether to continue with the complaint procedure or use the appeals process.

Once we have all the details, we will judge whether others need to be involved, for example: the Apprenticeship Manager (if it involves apprenticeships), the Purchaser, the employer (if it involves apprenticeships), the Commissioner, the Awarding Organisation (subject to their own policies) or other authorities, such as the ESFA, Ofqual, IFATE, Ofsted or the EPAO. In some cases, the Chief Operating Officer may be informed or become involved, especially where concerns surrounding safeguarding forms part of the concern or complaint.

If the complaint should, in fact be directed to another organisation, we will offer support to the complainant, where appropriate, about how to make the complaint to that organisation in line with their local policies and procedure.

If it is clear that the complaint should be investigated by the EMS Academy, the Head of Learning & Development will investigate the concerns as soon as possible. This means checking the facts, looking at records and possibly talking to others, to understand what happened.

Throughout the investigation the Head of Learning & Development will be considering what, if anything, went wrong and how such events may be prevented in the future. They will also consider how any mistakes or errors made, may be corrected in the future. This thinking is likely to form part of the outcome, which will be notified to the complainant.

In the vast majority of cases the Head of Learning & Development will find the solution, and every effort will be made to resolve the matter quickly, in line with any applied specification or rules that may apply if it involved qualifications or apprenticeships.

In certain cases, additional authority may be required. In these instances, the Head of Learning & Development will seek the support of from the Chief Operating Officer.

It may be that the complaint is about something that is beyond the control of Medicare EMS Group UK Limited, or about something that cannot be changed for reasons of policy, regulation, specification or safety. If this is the case the Head of Learning & Development will consider the best way to communicate this within the outcome of the investigation.

It will be important to discuss the complaint and ways to resolve the matter with other members of the EMS Academy Team or external organisations before agreeing and confirming the outcome (within the 28 days) to the complainant.

Ineffective Outcome of Stage 1

If the complainant is not satisfied with the outcome of Stage 1, the manager should inform them that they can proceed to Stage 2 of this procedure and take the complaint to the Chief Operating Officer.

The Head of Learning & Development should also remind the complainant that they have the right to complain to any of our regulatory bodies such as our Awarding Organisations, ESFA, DfE, Ofsted, IFATE or any other relevant and applicable educational agency or body.

Stage 2

This stage will be managed by the Chief Operating Officer or other Senior manager in the EMS Academy Team either because:

- A complainant is unhappy with the Head of Learning & Development's response;
- Of the seriousness of the complaint;
- Or due to safeguarding concerns

On receipt of the complainant's details the Chief Operating Officer or other allocated manager will contact the complainant within two working days to fully understand the complaint's concerns.

When speaking to the complainant the allocated senior EMS Academy manager or Chief Operating Officer will reinforce:

- That we treat all expressions of dissatisfaction seriously;
- That they will investigate their concern/complaint;
- That they will report back to the complainant within a maximum of 28 working days with the outcome of stage 2.
- That they will formally write to them within two working days of confirming the outcome (if this was done verbally).

Stage 2 investigations of the complaint will draw on information gained from:

- The complainant;
- The records and outcome made at stage one;
- Any other sources of information they require.

Throughout this process we will keep complete and detailed records of the investigation and outcomes in our dedicated system.

At the end of stage 2 investigation we will inform the complainant:

- How the investigation was carried out;
- The conclusion that has been reached;
- That the complainant has the right to proceed to stage 3 of the procedure if they are not satisfied with the outcome.

This discussion will be followed up formally in writing within 2 working days confirming all of the above.

Ineffective Outcome of Stage 2

If the complainant is not satisfied with the outcome of Stage 2, the allocated individual should inform the complainant that they can proceed to Stage 3 of this procedure and take the complaint to the Chief Executive Officer.

The allocated individual should also remind the complainant (if not already done so), that they have the right to complain to any of our regulatory bodies such as our Awarding Organisations, ESFA, DfE, Ofsted, IFATE or any other relevant and applicable educational agency or body.

Stage 3

If the complainant wishes to proceed to stage 3 of this complaints procedure, then this matter is dealt with by the Chief Executive Officer. The Chief Operating Officer will confirm by letter to the complainant within two days:

- The stage three status of the complaint;
- The person responsible for reviewing / investigating the complaint;
- Their role of investigation leading to a judgment about the validity of previous decisions;
- The fact that this person may wish to speak to the complainant;
- The date, maximum 28 working days from notification, and method by which the outcome of the review / investigation will be communicated to the complainant.

The Chief Executive Officer reviewing / investigating the complaint at Stage 3 will gather information gained from:

- The complainant;
- The recorded details of the previous stages as provided by respective investigators, and;
- Any other sources of information they may require.

At the end of the review and investigation the person responsible for the stage 3 investigation is likely to conclude in one of the following ways:

- Inform a regulatory body such as our awarding organisations, the ESFA, the DfE, IFATE or Ofsted (whichever is applicable)
- To uphold the decision taken at stage 2 of the complaint; or
- Propose a resolution to the complaint.

Final Outcome

Once a conclusion has been reached the person responsible for the third stage investigation will report their findings to the management team who will communicate the outcome to the complainant in the manner already stated in their initial letter.

Regardless of the method of communication, the director must ensure that the following aspects are described:

- The process of investigation;
- The conclusion that has been reached;
- That this now exhausts the company's complaints procedure;
- That, if the complainant is still dissatisfied, he or she has the right to make a formal complaint to other bodies outlined at each of the various stages.

If the preferred method of communication with the complainant is via a meeting, then this should be followed up by a written summary of the discussion which contains all of the above.

Monitoring

The EMS Academy will hold and keep up to date, a complaints record & log. This will hold all summary information of complaints and outcomes.

The EMS Academy quality assurance team, supported by the Chief Operating Officer will conduct an annual service review that allows learners, apprentices, their employers and other professionals, such as trainers and assessors to have their say. This report will draw from relevant entries in the complaints record & log to improve and address areas of weakness and feed into the apprenticeship quality improvement plan.

The Head of Learning & Development, supported by the Apprenticeship manager will compile an annual report of complaints which will:

- Specify the number of complaints;
- Specify the number of complaints that were substantiated (partly or fully);
- Summarise the nature of complaints;
- Summarise the stages reached;
- Specify the number where complaints were referred to other agencies;
- Summarise matters where action has been taken to improve services as a consequence.

Policy Review

The Head of Learning & Development and Apprenticeship Review Group will be responsible for the review of this Policy.

Any actions agreed to improve this plan will be incorporated into the apprenticeship quality improvement plan (QIP) and the plan updated accordingly.

Implementation and Dissemination

This document is to be implemented on 1st October 2022.

Overall Responsibility for the Document

The Chief Operating Officer has the overall responsibility in the implementation of this policy.