



Complaint Policy

Date of Amendment: January 2020

Next Review Date: January 2021

Complaints Policy

This addresses both learners and external businesses in lodging complaints.

All Mindflex Psychology learners (including trainees and apprentices) and external businesses have the right to make a complaint about any aspect of their learner experience or services provided. Mindflex Psychology Limited will not discriminate against anyone who chooses to make a formal complaint.

All employees should refer to the Grievance Policy and should also refer to the staff handbook.

External Business

Stage 1

- First step is to discuss the complaint with your account manager, where this may be possible to resolve to complaint through informal discussion.
- If it hasn't been possible to resolve informally the external customer should provide a written complaint addressed to 'Complaint Handler', signed and dated and sent via email to;

Complaints@mindflex.org.uk

- An acknowledge letter will be sent within 5 working days
- A full investigation will be undertaken and a discussion on any action required will be made, Mindflex Psychology may also choose to invite you to address the complaint in person.
- A written notification of the outcome will be sent within 20 working days.

Stage 2

- If the external business is not satisfied with the outcome they should write to the Company Director, outlining their reason for escalation, signed and dated and sent via email to:

lukew@mindflex.org.uk

- An acknowledge letter will be sent within 5 working days
- A further investigation will be undertaken by the Director where appropriate
- A written notification of the outcome will be sent within 20 working days.

Learners

If you are dissatisfied with an aspect of your programme, such as an assessment outcome, you have the right to appeal. There are 2 stages in the appeals procedure and each stage must be exhausted before proceeding to the next one. You are advised to keep your own copies of all the documents used in the appeals procedure.

Stage 1

If you receive a decision you are unsatisfied with, you have the right to appeal directly to your tutor/assessor who carried out your assessment. The appeal must be in writing and clearly indicate:

- The points of disagreement
- The evidence in the portfolio that you believe meets the requirements for claiming competence.

Stage 2

If you are still not satisfied with the outcome of your stage 1 you can next appeal in writing to our Company Director, lukew@mindflex.org.uk