

MenoHealth Complaints Procedure

Policy Statement

MenoHealth is committed to providing exceptional service, however sometimes mistakes are made. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

This complaints procedure is for people who feel dissatisfied with the service. You have a right to complain and have it investigated. The centre aims to learn from any mistakes and the complaints procedure is seen as very important in the continuous improvement cycle.

How to complain

Firstly, raise your complaint with the member of staff responsible for the service about which you are complaining. If the matter is not resolved, promptly or fully by them, Head Office will become involved to work with you and the individual or team to reach a satisfactory resolution. If you are not satisfied with how your complaint has been handled you may begin the formal complaint procedure by putting the nature of your complaint in writing to the Head of Training.

If you are not satisfied that your complaint has been resolved you can contact the course Internal Verifier (I.V.) and will be made aware of who this is.

The Complaints Procedure is not:

- a way to review or appeal against decisions
- a way to ask us to review a decision that has already gone against you through other proper procedures, such as examination or assessment appeals.

What will happen next?

1. The Head of Training will acknowledge receipt of your complaint within 14 working days of receiving it, enclosing a copy of this procedure.
2. The Head of Training will then investigate your complaint. This will normally involve reviewing your complaint with others involved.
3. The Head of Training will send you a detailed written reply to your complaint, including suggestions for resolving the matter, within 14 working days of sending you the acknowledgement letter.

