

# COMPLAINT POLICY

[www.themcacademy.co.uk](http://www.themcacademy.co.uk)

Review

Last Review : January 2025 – Next Review: July 2025



## Complaints Procedure

We understand that sometimes things don't work out as you expect and that you may be unhappy with the service you are receiving from MC Academy. If that is the case, then there are lots of people you can speak with.

If you are unhappy with your classes, then you can speak to your teacher. If you are not comfortable speaking to your teacher, then you can approach any of the Academic management team who will be happy to speak with you.

If you have concerns with your accommodation, then you can always speak with our accommodation officers and they will do their best to help.

If you have any general complaints, then you can chat with the school's Director of Studies. If they can't help you directly, then they can either direct you to the best person or liaise with the relevant MC Academy team member for you.

If you are not comfortable speaking to a member of staff about your complaint, you can speak to the school's student representatives, whose names are on the staff noticeboard and are always happy to help.

If you want to make an official complaint, then you will need to put it in writing, and it will be reviewed by the Director of Studies or the director of the school, depending on the nature of the complaint. Someone will contact you within 24 hours of receiving your complaint to invite you to discuss it further and try to resolve the issue.

As MC Academy is a member of English UK, you are also able to refer to their website for guidance on complaints on: [Student complaints procedure \(englishuk.com\)](https://www.englishuk.com/student-complaints-procedure)

# Complaint Policy and Procedure

## 1. Introduction

At MC Academy, we are committed to providing a high-quality educational experience. We understand that, occasionally, issues or concerns may arise. This Complaint Policy and Procedure aims to ensure that all complaints are handled promptly, fairly, and effectively, fostering an environment of continuous improvement and satisfaction.

## 2. Scope

This policy applies to all students and staff members.

## 3. Policy Statement

We aim to resolve complaints as quickly as possible and to learn from them to enhance our services. All complaints will be treated seriously and confidentially. Complainants will not face any negative repercussions for raising an issue.

## 4. Types of Complaints

Complaints may relate to, but are not limited to:

- Teaching quality and learning resources
- Course content and structure
- Facilities and accommodation
- Staff conduct and behaviour
- Administrative processes

## 5. Principles

- **Fairness:** Every complaint will be treated impartially and with respect.
- **Confidentiality:** Information will only be shared with those directly involved in the resolution process.
- **Accessibility:** The complaint process is open to all students and staff members.
- **Responsiveness:** Complaints will be acknowledged and addressed promptly.
- **Improvement:** Feedback from complaints will be used to improve services and operations.

## 6. Procedure

### Step 1: Informal Resolution

1. **Raise the Issue:** Initially, students should attempt to resolve the issue informally by discussing it with the relevant staff member (e.g., teacher or administrative staff).
2. **Resolution Timeframe:** The staff member should address the issue within **5 working days**.

### Step 2: Formal Complaint

1. **Submission:** If the issue is not resolved informally, a formal complaint should be submitted in writing using the Complaint Form available at the administration office.
2. **Acknowledgment:** The complaint will be acknowledged within **3 working days** of receipt.
3. **Investigation:** An investigation will be conducted by DOS or Executive Director. This may involve meeting with the complainant, reviewing documentation, and speaking with other involved parties.
4. **Resolution:** A formal response will be provided within **15 working days**, detailing the findings and any proposed actions.

### **Step 3: Appeal**

1. **Submission:** If the complainant is not satisfied with the outcome, they may appeal the decision within **10 working days** of receiving the formal response.
2. **Review:** The appeal will be reviewed by the School Director or an appointed independent panel.
3. **Outcome:** A final decision will be communicated within **20 working days**.

### **7. Record Keeping**

All formal complaints and their outcomes will be documented and retained for a minimum of three years. These records will be reviewed periodically to identify patterns and areas for improvement.

### **8. Monitoring and Review**

This policy and procedure will be reviewed annually to ensure its effectiveness and alignment with best practices.

### **9. Contact Information**

For any questions or further assistance with the complaint process, please contact:

MC Academy

21-23 Oldham Street, Planetree House, Manchester M1 1JG

**T:** +44 (0)161 236 7575

[dos@themcacademy.co.uk](mailto:dos@themcacademy.co.uk)

MC Academy

52-54 Mount Pleasant, Liverpool L3 5SD, United Kingdom

Phone: + 44 (0) 151 665 05 01

[dos@themcacademy.co.uk](mailto:dos@themcacademy.co.uk)

## 10. Complaint Form

The Complaint Form is available at the administration office or can be downloaded from our website at [Complaint Form](#)

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By implementing this Complaint Policy and Procedure, MC Academy aims to ensure a transparent, fair, and efficient process for handling complaints, thereby enhancing the overall educational experience for our students.

## Complaint Form

### MC Academy

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#### 1. Personal Details

- **Full Name:** \_\_\_\_\_
  - **Student ID (if applicable):** \_\_\_\_\_
  - **Contact Number:** \_\_\_\_\_
  - **Email Address:** \_\_\_\_\_
  - **Course Name:** \_\_\_\_\_
- 

#### 2. Complaint Details

- **Date of Incident:** \_\_\_\_\_
  - **Location (if applicable):** \_\_\_\_\_
  - **Staff Member(s) Involved (if any):** \_\_\_\_\_
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#### 3. Nature of Complaint

(Please select the relevant category)

- Teaching Quality and Learning Resources
  - Course Content and Structure
  - Facilities and Accommodation
  - Staff Conduct and Behaviour
  - Administrative Processes
  - Other (please specify): \_\_\_\_\_
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#### 4. Description of Complaint

(Please provide a detailed description of your complaint. Include relevant dates, times, locations, and any individuals involved. Attach additional sheets if necessary.)

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#### 5. Previous Steps Taken

(If you have already attempted to resolve this issue informally, please describe the steps you have taken and the outcome.)

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#### 6. Desired Outcome

(Please state what you would like to happen as a result of your complaint.)

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#### 7. Declaration

I hereby declare that the information provided is true and accurate to the best of my knowledge.

- **Signature:** \_\_\_\_\_
- **Date:** \_\_\_\_\_

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#### 8. Office Use Only

- **Complaint Received By:** \_\_\_\_\_
- **Date:** \_\_\_\_\_
- **Complaint Reference Number:** \_\_\_\_\_

**Investigation Details:**

- **Complaint Officer Assigned:** \_\_\_\_\_
- **Date of Investigation Start:** \_\_\_\_\_
- **Date of Investigation Completion:** \_\_\_\_\_
- **Outcome of Investigation:** \_\_\_\_\_

**Follow-Up Actions:**

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**Final Resolution Communicated to Complainant:**

- **Date:** \_\_\_\_\_
- **Method (e.g., email, phone, in-person):** \_\_\_\_\_

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**9. Contact Information**

For any questions or further assistance with this form, please contact:

Director of Studies

MC Academy

21-23 Oldham Street, Planetree House, Manchester M1 1JG

**T:** +44 (0)161 236 7575

[dos@themcacademy.co.uk](mailto:dos@themcacademy.co.uk)

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**Privacy Statement:** Your privacy is important to us. All information provided in this form will be kept confidential and used only for the purpose of addressing your complaint.

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**Note:** Please submit this form to the administration office or email it to [dos@themcacademy.co.uk](mailto:dos@themcacademy.co.uk)