



# MEPA TRAINING

## COMPLAINTS POLICY

THIS POLICY IS WRITTEN FOR AND APPLIED TO MEPA STUDIOS, MEPA ACADEMY AND MEPA COLLEGE.

Updated & Adopted:	July 2025
Review Date:	July 2026



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## COMPLAINTS STATEMENT

It is MEPA Training's policy to respect the rights of any student or teacher to state a legitimate complaint and to expect such complaints to be dealt with as soon as possible. Staff of MEPA Training are expected to treat legitimate complaints seriously, adhering to a strict confidentiality agreement. Also, to recognise that other members of MEPA Training may need to be consulted to resolve the matter; and to seek a speedy and as full a resolution of the complaint as soon as possible.

The purpose of this document is to:

- Define the available procedures and their time scale
- Indicate courses of action and options available
- Indicate sources of advice
- Advise and inform students
- Advise and inform staff
- Contribute to encourage positive action on critical feedback to resolve the problem(s).

All complaints are treated confidentially and recorded securely in line with data protection requirements.

This policy is available in large print or translated formats upon request.

## COMPLAINTS OF SAFEGUARDING NATURE

Complaints involving allegations of abuse or safeguarding concerns will be immediately referred to the Designated Safeguarding Lead and, where appropriate, to external agencies such as the LADO or police.

Safeguarding concerns will be referred immediately to the Designated Safeguarding Lead (DSL) and escalated to external agencies such as the Local Authority Designated Officer (LADO) or police where appropriate.

## INFORMAL COMPLAINTS PROCEDURE OVERVIEW

Step	Description	Handled By	Expected Timeframe
1	Attempt to resolve the issue directly with the person involved (student or staff).	Student / Student Welfare Officer / Senior Management	As soon as possible
2	If unresolved or serious, request for mediation with agreement of all parties.	Student Welfare Officer / Senior Management	Promptly after request
3	For staff complaints, student must not confront staff directly. They report the issue to SMT.	Senior Management or via Reception	As soon as possible
4	SMT discusses with staff and may initiate mediation if needed.	Senior Management	Promptly
5	If not resolved or if the issue impacts educational operations, escalate to formal stage.	Student / SMT	As needed

-	Students advised to keep written notes of dates, incidents, actions, and responses.	Student	Ongoing
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## FORMAL COMPLAINTS PROCEDURE OVERVIEW

Step	Description	Handled By	Expected Timeframe
1	Submit a written complaint detailing the issue and prior steps taken.	Senior Management	Within 10 working days
2	Complaint acknowledged and investigated. If full response not possible in 10 days, a timeline is provided.	Senior Management	10–15 working days typically
3	Meeting may be arranged between involved parties (representation allowed).	Senior Management	As needed
4	Outcome communicated in writing to both parties.	Senior Management	After meeting/conclusion
5	Final decision issued by Principal/Proprietor.	Principal / Designated Person	Within 10 working days of appeal
6	If dissatisfied with the Principal/Proprietor decision, an independent panel will be arranged. See section below.	Independent Panel	As needed and within two weeks of the appeal
7	If still dissatisfied with the independent panel decision a complainant may contact Ofsted via: <a href="http://www.gov.uk/complain-about-school">www.gov.uk/complain-about-school</a>	External (Ofsted)	As per Ofsted process

## INDEPENDENT PANEL

Where the person making the complaint is not satisfied with the response/actions by the Principal/Proprietor, the Principal/ Proprietor will make provision for a hearing before a panel appointed by or on behalf of the proprietor and consisting of at least three people who were not directly involved in the matters detailed in the complaint. Where there is a panel hearing of a complaint, one panel member will be independent of the management and running of the school and will allow for a parent to attend and be accompanied at a panel hearing if they wish.

## OUTCOME

It is not possible to know the exact outcome(s) of individual complaints and the timescale needed to resolve them. Where a complaint is found to be justified, possible outcomes might include apology, a practical resolution, a commitment to prevent/avoid recurrence of a problem, extension of deadline(s) for completion/submission or other allowance of extra time or an opportunity to re-sit an examination or other assessment.

Additionally, due to data protection, we are unable to share specific details, information or outcome actions relating to the student/child the complaint is made about.

If in relation to a student a written record will be kept of all complaints that are made within their student file. Whether they are resolved following a formal procedure or proceed to a panel hearing including the action taken by the school as a result of those complaints.

## WHO TO CONTACT

At MEPA Training we pride ourselves on having an 'open door' policy allowing students the freedom to discuss anything on their minds. Although college runs smoothly on a day-to-day basis there may be a time when you would want to speak with a member of the Senior Management. Please see below a list of the members of staff available and what areas they can help with.

NAME	Job Role	CONTACT DETAILS
Mandy Ellen	Principal Proprietor Senior Management	OFFICE: 01622 756644 Email: <a href="mailto:mellen@mepatraining.com">mellen@mepatraining.com</a> Or please talk to us in person
Emma Finch	Vice Principal Senior Management Designated Safeguarding Lead	OFFICE: 01622 756644 Email: <a href="mailto:efinch@mepatraining.com">efinch@mepatraining.com</a> Or please talk to us in person
Lewis Muir	Head of Academy Operations Manager Senior Management	OFFICE: 01622 756644 Email: <a href="mailto:lmuir@mepatraining.com">lmuir@mepatraining.com</a> Or please talk to us in person
Marie Quiban	Accounts	01622 756644 Email: <a href="mailto:accounts@mepatraining.com">accounts@mepatraining.com</a>

## RETENTION OF COMPLAINT RECORDS

Complaint records are retained for 7 years and reviewed annually to support service improvement.

## NUMBER OF COMPLAINTS

0 formal complaints have been made in the academic year 2024-25.

## REVIEW

Updated & Adopted:	July 2025
Review Date:	July 2026

Reviewed by Lewis Muir, Head of Academy and Operations Manager