

maybo

positive and safer outcomes



2021

Complaints, Appeals and Referrals Policy and Procedures

COMPLAINTS

The following procedures apply to Maybo delivery and business transactions.

Maybo aims to establish and maintain professional working relationships to the highest standards. However, on occasions, disputes and other matters of contention may arise; where this happens Maybo has procedures in place to deal with complaints from organisations and programme participants. Maybo values all feedback and recognises that a complaint provides important information from which to learn and improve its quality of service and customer care.

Maybo differentiates between two types of complaint:

- Informal complaint – for example, a training participant concern raised during training about a minor matter which is resolved to mutual satisfaction during the session
- Formal complaint – for example, written complaints, issues relating to equal opportunities/sensitivity or regarding any course assessments.

At any stage in the complaint process an informal complaint may be upgraded to a formal complaint. A formal complaint will not be downgraded to an informal complaint.

RESPONSIBILITIES

The Chief Executive is accountable for process and policy compliance and will authorise actions relating to the closure of all formal complaints.

The Chief Operating Officer is responsible for ensuring that the complaint process is fulfilled and coordinates activities on behalf of the Chief Executive.

The Chief Executive and Chief Operating Officer are responsible for ensuring the prompt investigation of all complaints to ensure that:

- Any resolution achieved through the informal process is appropriate for all parties
- All complaints are fully recorded and monitored
- An appropriate decision or resolution is concluded as soon as is practicable – and aimed to be within 10 working days of notification
- That appropriate action is taken to improve company systems, processes or team professional development.

NOMINATED QA OFFICERS

Nominated QA Officers are required to actively assist the Chief Operating Officer in the investigation and resolution of complaints. They are responsible for promoting a positive learning approach to the complaints process and ensuring timely and relevant reporting is provided to the Chief Executive.

Where nominated to investigate a complaint, in whole or part, QA Officers are responsible for carrying out prompt and comprehensive enquiries and reporting both findings and recommendations to the Chief Executive, via the Chief Operating Officer on an objective basis.

MAYBO TEAM MEMBERS

All Maybo partners, employees and others who may operate under the company name are responsible for responding to any complaint in line with the company procedure immediately and professionally.

COMPLAINTS FROM ORGANISATIONS

- In the first instance the organisation's representative should contact Maybo to discuss the complaint as soon as is practicable.
- The Chief Operating Officer or other duly authorised person is responsible for ensuring:
 - A full report is recorded in the Maybo Case Management system
 - If considered an informal complaint; discussing the issues with a view to seeking an immediate resolution where appropriate
 - If considered a formal complaint (or in any case of doubt); making an initial investigation for the Chief Executive.
 - Informing the Chief Executive at the earliest opportunity
- The Chief Executive, or authorised person is responsible for investigating the issues. The Chief Executive, or authorised person will involve the relevant nominated Officers in the investigation and any necessary enquiries. An investigation may involve collecting evidence from different sources, including the client organisation, individuals connected with the complaint and other related organisations such as awarding bodies or partners.
- The Chief Executive, or authorised person, will confirm in writing the resolution agreed upon, or the decision made.

COMPLAINTS FROM PROGRAMME PARTICIPANTS

Depending on the nature of the complaint, the participant should:

- In the instance of courses, if appropriate discuss with the Lead Trainer in the first instance. If not appropriate (formal) the participant should raise the complaint directly with Maybo. Options available include by phone, email or by using the confidential feedback form available on the Maybo website and referred to on all training participant resources: <https://www.maybo.com/confidential-feedback/>
- The complaint will be progressed in one of two ways:
 - If considered an informal complaint, and appropriate, the trainer will seek to resolve the matter prior to, or at, the close of the programme.
 - An outline of the problem and main points of complaint should be documented by the trainer on the Trainer Pack incident form – even if resolved during the session.
 - The trainer will inform the Maybo central office as soon as is practicable, or within 24hrs, and an incident form submitted.
 - If considered a formal complaint, or in cases of doubt, the trainer or authorised person, will seek to discuss the issues, undergo immediate fact finding and inform the complainant that the Chief Executive will ensure that the matter will be pursued.
 - The complaint will then progress in one of two ways:
 - If the matter was dealt with as an informal complaint, and resolution achieved, the Chief Operating Officer, in conjunction with the Account Manager, will consider and ratify the result. The Chief Executive may take further action if it is considered that the resolution was not appropriate to the circumstance.
 - If a formal complaint, or not resolved, the Chief Operating Officer will instigate an investigation into the complaint, carrying out any necessary enquiries in conjunction with the appropriate nominated Officer. An investigation may involve collecting evidence from different sources, including the client organisation, individuals connected with the complaint and other related organisations such as awarding bodies or partners.
 - Mediation may be chosen in order to reach a resolution by the Chief Operating Officer and the complainant.
 - The Chief Operating Officer or authorised person will confirm in writing the resolution agreed upon, or the decision made.
 - The Chief Operating Officer will monitor all complaints and will ensure that any necessary changes to processes, systems or team development are made as a result of the complaint.

NB: On QCF courses participants always have the option to escalate the complaint to the relevant awarding organisation.

REFERRALS

Referral Process: End Users

In the event that a training participant doesn't achieve the full certification identified as necessary for their role Maybo informs the commissioning organisation in writing. This report explains the learning outcomes they did not meet and an explanation of why they were not able to meet them (such as attitude, behaviour, general competence, physical limitations, attendance of full duration of training).

The report advises the employer of exactly what the individual would need to demonstrate in order to achieve full certification and where possible it recommends a development plan to achieve this. In such reports it is made very clear to the employer what the implications are of the referral with regards to their ability to work with individuals with challenging behaviour.

Referral Process: Trainers

In order for a trainer to become a certified to deliver Maybo training they are required to successfully complete the respective trainer development programme and meet the assessment criteria following the delivery of assessed training sessions, scenarios and skills.

Where a Trainer fails to meet the assessment criteria they undertake an interview with the Lead Trainer and agree a written action plan with recommendations to help the Trainer reach the required standard prior to being reassessed.

On completion of the workshop the Lead Trainer completes the Trainer Pack for the course, identifying which Trainers have passed or have been referred and returns it to the Maybo Trainer Development Coordinator (TDC). The TDC is responsible for coordinating the actions identified on the referred Trainer's action plan, including arranging any further trainer development, ongoing support and eventual reassessment.

Dependent on the developmental areas, an action plan may consist of a combination of the following recommendations:

- Continue to study the trainer and training participant resources
- Observe appropriate training programmes being delivered by certified trainers
- Co-train under the supervision and support of a Lead Trainer
- Attend a further Trainer Development Workshop
- Repeat Trainer Development eLearning programmes

Each Trainer will have different development needs, opportunities and require a different length of time to reach the stage of re-assessment, therefore the TDC maintains contact with the individual to monitor their progress and provide the necessary support.

APPEALS

Maybo seeks to ensure that all appeals are dealt with swiftly, fairly and professionally. On occasions organisations and/or programme participants may consider that an appeal has not been dealt with satisfactorily, or that other factors have come to light since the decision or resolution. In such cases Maybo has a procedure for dealing with appeals:

- In the first instance the organisation or programme participant should submit an appeal to Maybo office or authorised person by letter, telephone call or email within 10 working days of the appeal decision or resolution.
- A nominated individual will further investigate the issues. This may include questioning of further bodies or individuals connected with the complaint or complaint process.
- The nominated individual will collate all the evidence and information and present to the Chief Operating Officer who will present the final case details to the Chief Executive.
- The Chief Executive may seek to hold interviews with the person or persons connected with the appeal during the evidence gathering stage.
- Two possible directions are open to be followed:
 - Mediation - The Chief Operating Officer will, where appropriate, consider mediation in order to achieve a satisfactory resolution for all parties.
 - Final decision - The Chief Executive will, where appropriate, present a final decision or resolution to the appellant at a meeting, wherever practicable, or through email, telephone or letter if not.
- The Chief Operating Officer will monitor all appeals and will ensure that any necessary changes to processes, systems or team development are made as a result of issues raised.