
MAP-IQ

MAPPING AESTHETIC PRACTICE TO INDUSTRY QUALIFICATIONS

COMPLAINTS POLICY AND PROCEDURES

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1. Policy Statement

Everyone has the right to expect a positive experience with the service provision provided by MAP-IQ. We support a culture of openness and willingness to learn from untoward incidents or complaints. MAP-IQ is committed to providing all complainants with respect and the right to be listened to when raising a concern or complaint. MAP-IQ will accept and respond effectively and efficiently to any complaint raised by individuals.

2. Purpose

The purpose of this policy sets out the procedures to be followed for dealing with informal and formal complaints. Although MAP-IQ aim to provide a high standard of service, there may be occasions where shortfalls in service provision are highlighted. In such circumstances, those affected are encouraged to bring any concerns to our attention which will allow us act accordingly, and provide an acceptable resolution for all concerned. We welcome suggestions on how we can improve the quality of our services at all times.

3. What constitutes a complaint?

A complaint is an expression of dissatisfaction by one or more persons about the provider's action, or lack of action, or about the standard of service, which has had a negative effect on the complainant's experience.

4. Scope of the Policy

The scope of this policy relates to all persons associated with services offered by MAP-IQ, These include: registered learners; employed personnel; sub contractors and consultancy staff; suppliers and distributors; regulators and members of the public.

5. Regulatory Requirements

This policy has been developed in adherence to professional, ethical and regulatory requirements. MAP-IQ is an approved assessment centre regulated by the Vocational Training Charitable Trust (VCTC) an Ofqual awarding organisation. Where regulatory authorities notify MAP-IQ of any short-comings and failure of agreed service or standards, MAP-IQ will act without delay, to review and resolve matters impacting on internal, external and regulatory processes and measures.

6. Confidentiality and Data Protection

During a complaint and subsequent investigative process, MAP-IQ may require and request personal and confidential information in order to effectively follow-up and implement the correct complaints process. Complainants are assured that

MAP-IQ complies fully with data protection legislation throughout all stages of the process. Map-IQ ensures that confidential information is securely stored and used only for the purposes for which it is intended.

7. Anonymous Complaints

Anonymous complaints that often require further investigation are often difficult for any business to process effectively. Although MAP-IQ cannot formally accept anonymous complaints, we will note the content and make preliminary investigations, and where possible verify any concerning claims. Outcomes from an informal investigation may be used by MAP-IQ to review activities and where appropriate make changes to improve business activities and performance.

8. Culture of Reporting

MAP-IQ aims to create a culture of openness and fairness without any speculation or blame culture. Firstly, we aim to treat a complaint as source of learning, and secondly, as a potential opportunity to improve unsatisfactory practice and build our commitment for user satisfaction. MAP-IQ does not view informal or formal complaints as a negative experience. When handled well complaints provide an ideal opportunity to highlight inefficiencies and enable MAP-IQ to review and where appropriate make positive changes to improve service provision and delivery. MAP-IQ demonstrates the desire to resolve any complaint at the earliest possible stage to the reasonable satisfaction of the complainant.

9. Compliant Procedure

MAP-IQ operates a two-stage process: Stage 1 - for informal complaints and Stage 2 - for formal complaints.

Stage 1 – Informal Complaints

MAP-IQ aims to deal with informal complaints effectively and efficiently and within a timely and reasonable timescale. Complaints should be made directly by the complainant, however, in certain circumstances beyond the complainant control, with written permission a third-party can act on your behalf.

In the first instance, the complainant should raise the complaint informally by email or telephone with the member of staff responsible for the related issue. The member of staff aims to resolve the matter to the complainant's satisfaction and communicate this to the complainant within 7 working days. Oversight of communications and advice will be provided by MAP-IQs Quality Director.

Following preliminary communications with the relevant sources, the Quality Director reserves the right not to accept or process complaints that are deemed to be frivolous, vexatious or malicious. If we consider that a complaint falls into this

category, we will inform the complainant of our judgement and communicate our decision to cease all communications on the matter.

Management and staff are expected to attempt resolution of complaints at the point of service, wherever possible and within the scope of their role and responsibility. Employees and allied work or service personnel are encouraged to provide feedback about the service, including complaints, concerns, suggestions and compliments.

If the complaint has not been resolved to the complainant's satisfaction through and informal process within 14 working days, a formal complaints procedure should be initiated.

Stage 2 – Formal Complaints

Although we aim to resolve informal complaints through the informal process stated in stage 1, we acknowledge that there will be occasions where a satisfactory resolution cannot be achieved through informal processes.

In this instance, a formal complaint should be raised. Individuals who wish to make a formal complaint should request a copy of our complaints policy and complaint submission form. Complainants are advised to read and understand the complaints policy and any other relevant MAP-IQ policy and procedures associated with the subject area of the complaint. All relevant policies are available on request from MAP-IQ or via the following links: [Complaints Policy](#) and [Making a Complaint](#).

To effectively deal with the complaint MAP-IQ request that the complaint submission form be completed in full in addition, any supporting documents relevant to the complaint must be attached. The complaint submission form should be submitted within **20 working days**.

On receipt of a complaint, the Centre Lead will document the complaint and confirm receipt of via email within **5 working days**. The centre lead will nominate a non-bias senior manager to fully investigate the complaint.

10. Resolution

The investigating officer will undertake a full investigation involving relevant personnel and/or resources to aim for resolution. The investigating officer will complete a report of their findings and respond to the complainant in writing within **30 working days**. The report will contain the findings of the investigation and relevant information about the outcome. The investigating officer will seek to confirm that any actions taken on behalf of the organisation are to the satisfaction of the complainant and regulatory requirements.

If the complainant remains unsatisfied with the outcome of the investigation, MAP-IQ will escalate the complaint to the CEO who will review the complaint and the investigation process. A final decision will be reached and communicated to the complainant within **7 working days**.

Complainants that are not satisfied with the outcome of the complaint at point of service - through organisations formal complaints procedure or the senior management review - are advised to take legal advice as how they should proceed. Alternatively, complainants may wish to escalate to an external stage and lodge a complaint with any relevant regulatory bodies.

11. External Complaints

External complaints about MAP-IQ can be made to VTCT as the awarding and regulatory body. In exceptional circumstances, learners may lodge a complaint direct to VTCT if they consider the complaint not appropriate to raise with MAP-IQ. It should be noted that where appropriate VTCT will refer the complainant back to the MAP-IQ if the internal complaint process has not been followed correctly. For external complaints to VTCT the complainants should contact VTCT direct using the contact details below.

Vocational Training Charitable Trust (VTCT)

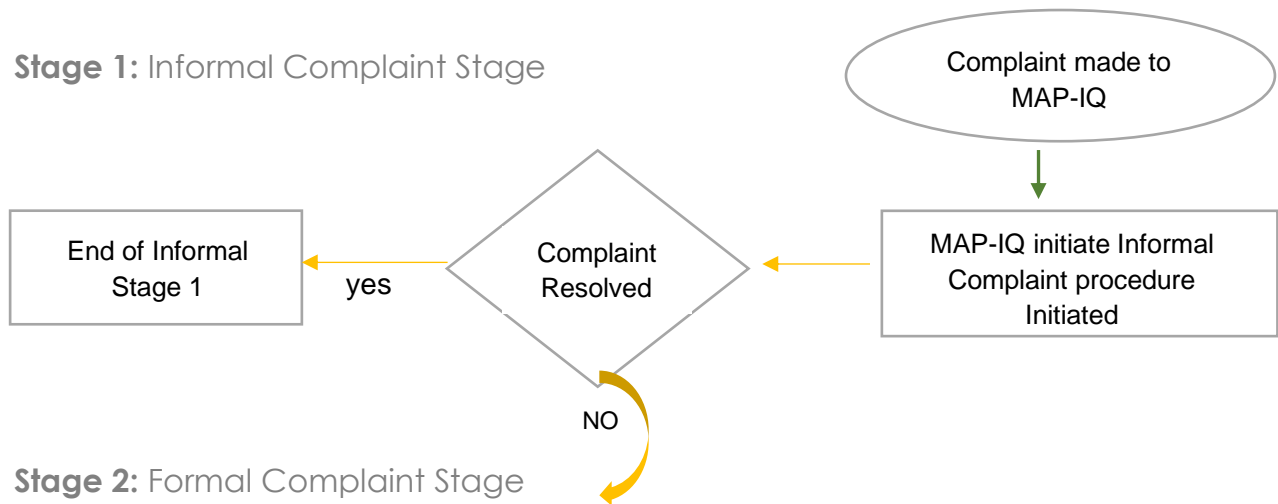
Aspire House,
Annealing Close,
Eastleigh,
Hampshire. SO50 9PX
Email: customersupport@vtct.org.uk
Tel: +44 (0) 23 8068 4500

External complaints about regulated professionals can be escalated by the MAP-IQ or a complainant by contacting the relevant regulated body and following the appropriate complaints process for individual organisations. The list below contains some of the professional regulatory bodies that regulate medical and healthcare practitioners.

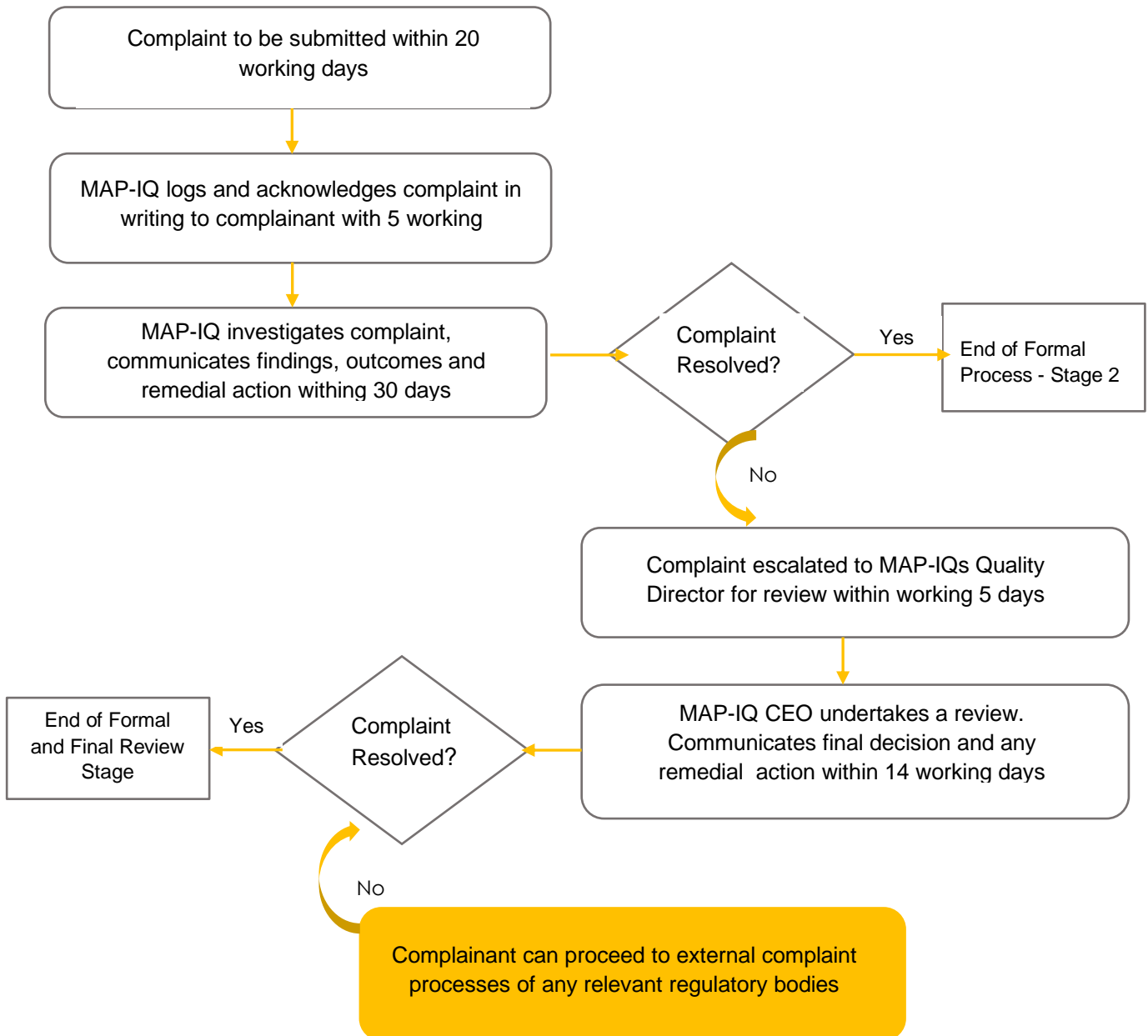
- The Nursing and Midwifery Council (NMC)
- The General Dental Council (GDC)
- The General Medical Council (GMC)
- The Health and Care Professions Council (HCPC)
- General Pharmaceutical Council (GPhC)

MAP-IQ Complaint Flow Chart.

Stage 1: Informal Complaint Stage



Stage 2: Formal Complaint Stage



12. Monitoring, Review and Audit Arrangements

The Centre Lead and Quality Director will monitor the complaint progression and timescales taken to resolve the complaint. Additionally, the Centre Lead will communicate the outcomes and any recommendation for improvement or change with the appropriate department director and as part of the MAP-IQ's auditing policy.

The Centre Lead will monitor ongoing trends of complaints and bring to the attention of the Quality Director where appropriate. As part of the evaluation, consumers, clinicians and staff are asked to comment on their awareness of the policy and how well it works in practice.

In accordance with organisational audit processes, MAP-IQ will identify the owner of the policy who will take the lead on the annual review process. The annual audit report will include:

- The number of informal and formal complaints
- Medium of complaints received (Face-to-face, emails, online telephone etc)
- What is the complaint related to? (Product, service, personal treatment etc)
- Who is making the complaint? (Staff member, learner, regulator etc)
- The number of complaints resolved and the number of complaints unresolved
- The number of complaints escalated to external complaints
- The timescale and efficiency to resolve a complaint
- The rates of complainant satisfaction or dissatisfaction with outcome
- The improvements undertaken or changes made as a result of a complaint
- Has the policy and procedure for dealing with complaint been effective
- The results of the annual consumer satisfaction survey

MAP-IQ is committed to annual policy review or earlier in-light of new or changing legislation or in the event of discrepancies highlighted following an investigative process.

For further information or guidance on making a complaint, contact MAP-IQ customer support:

Rooms 7 & 8, Connies House,
Rhymney River Bridge Rd,
Cardiff, CF23 7HN
Email: hello@map-iq.org

13. Document amendment history page

Version History

Version	Document Owner	Issue Date	Changes Made to Document
V1	Quality Director Jane Laferla	27/12/2020	Policy Development – New Policy

Document Review

Document Owner	Shared and Reviewed by	Date
Quality Manager Jane Laferla	Centre Lead, HR, Business Operations	January 2021

Final Document Sign-off

Name	Date	Position

MAP-IQ

ONLINE COMPLAINTS FORM

Are you making a complaint about a person, product or service associated with MAP-IQ?

Yes

No

Are you the complainant or a representative acting on behalf of a complainant?

Complainant

Representative

Complainant Name

Email

Telephone contact

Relation to Map-IQ

Learner

Employee

Consultancy Role

Sub-Contractor

Other (Describe below)

Factual statement and timeline of the activity, events, behaviours and or circumstances relating to the complaint.

Any correspondence regarding the complaint, written statements, or other relevant material or supporting documents. Please Upload.

What outcome would the complainant like to see as a result of the complaint?

Have you completed the informal complaints procedure, prior to making this formal complaint?

- Yes
- No

If No, please refer to informal complaints policy.

If Yes, please indicate the outcome and why you were dissatisfied with MAP-IQ decisions.

Any other information you would like to add:

Signature

Date