

# The MOT Club Complaints Policy

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## Introduction

This document details the process of registering a complaint by learners and staff against The MOT Club in relation to MOT training and assessment.

It explains the timescales for dealing with complaints, the methods of registering the complaint, to whom an initial complaint should be made, the steps if the initial complaint is not resolved and the process of using an independent 3<sup>rd</sup> party should the complaint still not get resolved.

## General

The Board, Management and Staff of The MOT Club are committed to providing a quality service. In order to do this, we will listen and respond to the views of our customers.

Complaints, comments and any other expressions of dissatisfaction are taken seriously and are dealt with promptly and appropriately. We aim to learn from feedback and to improve the quality of service we offer.

All customer complaints received are recorded. Some will be dealt with informally over the telephone others will require a more formal investigation.

## Scope of Complaints

The MOT Club will consider complaints regarding its training functions and any other service it may provide to stakeholders. This may include but is not limited to the following:

- The behaviours of either The MOT Club staff or its sub-contractors;
- Quality of training & delivery
- Services that would include failure to take action or unreasonable delay;

### Complaints about The MOT Club

- Assessment decisions;
- Actions taken as a result of confirmed malpractice/maladministration;
- Refusal to grant Special Arrangements;

are dealt with under The MOT Club Enquiries and Appeals Policy

## Registering an Initial Complaint

Where possible we would like to deal with your complaint informally and may do so over the telephone. In such cases we will confirm in an email the action we will take.

Sometimes a more formal approach is required and in these cases your complaint should be put in writing directly to [complaints@themotclub.com](mailto:complaints@themotclub.com) giving the reason for your complaint and your expectations of the outcome as succinctly as possible.

Please do not submit any additional supporting documentation until requested to do so.

## Processing your Complaint

Your complaint will be logged as soon as it is received and passed to the appropriate The MOT Club Team for action.

An acknowledgement will be made within five working days of receipt of any written complaint.

If the complaint is excessively long or complex we will ask you to provide a summary so that we are clear what the issues are.

The MOT Club will endeavour to complete any complaints investigation within one month of the initial written complaint. Complainants will be kept informed during any investigation and will be informed of the outcome.

If your complaint is upheld we will, subject to reasons of confidentiality, advise you of the actions we propose to take.

If your complaint is not upheld we will explain why.

If you are not happy with the way your complaint has been handled or the outcome of our investigation you can refer your grievance to The MOT Club Director who will liaise with the Managing Director. In such cases

- This must be done within 10 working days of receipt of our decision.
- Only the original complaint and your dissatisfaction with how it was handled will be reviewed.
- Further consideration of your complaint will only be made if the review considers the complaint was not handled according to our procedures or failed to take account of some critical evidence.
- Any decisions made at this stage will be signed off by the Managing Director, will be final and the complaint closed.

Should you feel the need to take further action if a complaint is not upheld then you should contact ABC Awards who are the awarding body that regulates the learning and assessment activities of The MOT Club.

Website - [www.abcawards.co.uk](http://www.abcawards.co.uk)

Email - [complianceandregulation@abcawards.co.uk](mailto:complianceandregulation@abcawards.co.uk)

## Vexatious and Persistent Correspondence

The MOT Club offers a transparent complaints procedure and will keep complainants informed throughout any investigation. However, complainants must allow The MOT Club sufficient time to carry out a thorough investigation.

The MOT Club will not engage with abusive or persistent correspondence from complainants, as this is detrimental to the efficient use of its resources.

Repeated contact with no new evidence and /or abusive correspondence from a complainant will be considered as vexatious correspondence.

Where correspondence and /or behaviour are deemed to be vexatious, The MOT Club will refer the complainant to this policy, explaining that if the communication continues in this manner all correspondence will cease.

## Quality Assurance

This policy will be reviewed annually to meet regulatory compliance or following any case of confirmed malpractice.