

Mode Training Ltd

www.modetraining.co.uk



Customer Service Charter and Complaints Procedure

Copies of all Mode Policies and procedures can be obtained in large print. Please call 0151 709 4640 to request a large print copy or alternatively e-mail admin@modetraining.co.uk

To be read and understood by staff, learners, apprentices, employers, work experience providers, and all relevant partners.

Policy Intent

We aim to provide a high quality of customer service to all our customers. We have developed this charter to outline our commitment to continually improve the levels of the service we provide and how you can make a complaint if you feel we have not met the expected standard. This policy covers all aspects of our training including adult learners, trainees, apprentices and their employers.

Our Commitment

We will always strive to:

- Put the needs of our customers first
- Promote equality and diversity and treat ALL customers with respect
- Be friendly, approachable, and professional at all times
- Answer your query at the first point of contact wherever possible
- Deal with and learn from any complaints and queries
- Preserve your privacy
- Provide accessible information about the services we provide
- Follow Mode Safe policy and procedures

If you contact us by telephone:

- We will aim to answer all calls within 3 rings
- If we need to transfer your call, we will aim to transfer you only once
- We will aim to answer your query there and then. If this is not possible, we will arrange for the appropriate person to call you back with an answer within 24 hours
- When returning your call our staff will be professional and will state their name and reason for calling

If you contact us by letter, e mail or through our social media presence:

- We will aim to respond within 5 working days of receiving your letter, e- mail or message with an answer to your query
- If we are unable to provide an answer to your query, we will let you know the next step we are going to take
- We will keep you informed of the progress of your query
- We will write in a clear, concise and easy to understand plain English

If we visit your premises:

- We will arrange an appointment in advance
- We will let you know if we need to change the appointment
- We will let you know of any additional information of documentation you need prior to our visit
- All staff will be wearing a Mode identity card which includes their DBS registration details
- Staff will behave professionally throughout your visit
- Staff will be dressed in a manner appropriate to our business

- Staff will follow all our safety policies and procedures

If you visit our premises:

- We will ensure our premises are clean, tidy and clearly signposted
- We will be friendly and helpful
- We will aim to see you on time when you have an appointment
- We will keep all information up to date and well presented
- We will provide a private area for discussion where necessary
- Staff will be dressed in a manner appropriate to our business

Please tell us what you think

We will only continue to improve and provide the highest quality of service with honest feedback from our service users. We value your views whether you are impressed or disappointed. There are various ways of giving your views:

Send us an e-mail

Administration Department
Emma Tagoe– Centre Manager

admin@modetraining.co.uk
Emma@modetraining.co.uk

Contact us on social media

X (Twitter) www.twitter.com/modetraining
Facebook www.facebook.com/modetraining
Instagram www.instagram.com/modetraining

Write to us

Ground Floor, The Secret Warehouse, Syren Street, L20 8HN

Telephone

0151 709 4640

Complaints

Mode Training take pride in offering the highest standard throughout everything we do. If you feel MTL are not meeting with your expectations, and you would like to make a complaint you can do so by following the process below by asking yourself the questions as you go through.

What is a complaint?

A complaint is you communicating to us formally that you are unhappy with some element of your experience with Mode Training. This is usually because your expectations of your experience have not been met and you would like some action to be taken to rectify the situation.

If your complaint is relating to **safeguarding**, you should contact the Designated Safeguarding Lead immediately on 0151 709 4640 or Amanda@modetraining.co.uk. The priority would be to ensure the safety and wellbeing of those involved.

Informal chat

Prior to your complaint progressing to the formal stage, have you spoken to the person in question informally? In the first instance you should speak to the person who you wish to make the complaint regarding as soon as is practical following the incident/situation which led to you wishing to make a complaint.

There is no need to put this in writing, you should however be really clear on the nature of your complaint and discuss with the person in question how you would like to resolve the matter.

If you do not feel confident to speak direct to the person in question you can speak with the learning support mentor who will support you through the process.

Formal complaint

If you feel your complaint has not been dealt with in a satisfactory manner or your complaint is too serious to discuss informally you must progress to formal complaint stage.

To make a formal complaint you should complete the form in Annex 1 of this policy and return it to Amanda Clarke, Senior Manager amanda@modetraining.co.uk

You will receive confirmation within 48 hours of receipt of your complaint and whether the complaint will be taken forward or not, if a decision is made for the complaint not to be taken forward you will be notified of the reason why, and can if you wish progress your complaint to the appeals stage.

If the complaint is taken forward, you will be given the named senior manager who will be dealing with the complaint and an outline of next steps which may include attending the centre to talk through your complaint.

A full investigation will take place and we will notify you within 21 working days of the outcome of the investigation and the next steps to be taken.

If you are unhappy with the outcome of the investigation you have the right to appeal.

Appeal

If you do not agree with the outcome at the formal stage, you may proceed to appeal stage of the process. You cannot request an appeal just because you do not agree with the outcome. An appeal will only be heard for one of the following reasons:

- Evidence to show the investigation at formal stage was not conducted fairly
- There is further evidence which was not available previously
- The formal investigation had not been conducted correctly e.g. not given sufficient time to provide all the evidence

If you feel you have grounds to appeal and can provide evidence, you can request an appeal by putting the reason in writing to Emma Tagoe emma@modetraining.co.uk who will fully investigate your response. You have 7 working days from receiving the outcome of your complaint to lodge your appeal.

Once the investigation has been completed and your appeal considered you will be notified in writing of the outcome within 21 working days, the decision will be final.

If you find that you have exhausted Mode's own complaints procedure, including any appeals and there is no resolution then please use the Department for education complaints procedure by clicking on the link below:

<https://www.gov.uk/government/organisations/departments-for-education/about/complaints-procedure>

Signatures

This policy was produced by Debbie Carney and Amanda Clarke on behalf of Mode Training Limited.

Signed:



Debbie Carney Company Director

19th September 2025

Signed:



Amanda Clarke Senior Manager Data and Compliance

19th September 2025

This policy shall be reviewed after 1 year or as necessary

Policy Review

Date of review	Review completed by	Overview of any updates
04/06/2020	Debbie Carney (Tagoe)	No changes required. Policy remains fit for purpose. Debbie Tagoe name changed to Carney
30/09/2021	Emma Sinnett	Added section – 'What is a complaint?' Removed – 'Why am I complaining?' Updated the 'How to contact us' section
21/06/2022	Debbie Carney	Policy remains fit for purpose
26/06/2023	Debbie Carney	Policy remains for for purpose no changes
26/01/2024	Debbie Carney	Policy remains frit for purpose no changes
27/09/2024	Debbie Carney	Changed Emma Sinnett to Emma Tagoe No further updates required
19/09/2025	Amanda Clarke	Updated DSL information from Emma Tagoe to Amanda Clarke
19/092025	Amanda Clarke	Appeals contact changed from Debbie Carney to Emma Tagoe
19/09/2025	Amanda Clarke	Removed Text and what's app information
19/09/2025	Amanda Clarke	Updated link social media Facebook
19/09/2025	Amanda Clarke	Updated DFE complaints link
19/09/2025	Amanda Clarke	Signature changed from Emma Tagoe to Amanda Clarke

Annex 1

Customer Feedback & Complaint Record

Details of person giving feedback or logging complaint			
Name			Date
Address		Company name and position held (if applicable)	
		Telephone	
e-mail address			

Mode Training Ltd staff member(s) concerned			
Name		Position	
Name		Position	

Details and nature of the complaint/feedback
Please give a detailed account of the nature of the complaint/feedback, including times, dates names and place where the incident or event occurred: