

MTS COMPLAINTS POLICY AND PROCEDURE

1. Purpose and Convictions

This document details MTS Limited's policy and procedure for handling any complaints received by MTS (Ministry Training Strategy).

MTS' complaints policy and procedure is intended to:

- Enable MTS to respond efficiently and effectively to complaints,
- Resolve complaints in a timely, fair and helpful manner,
- Establish **trust** amongst all stakeholders* in MTS' procedures, and
- Ensure **sympathy** extended towards any stakeholder in the event that a complaint has been made by them or on their behalf.
- Provide information to enhance MTS services, systems and complaint handling,

* 'Stakeholders' includes but is not limited to MTS Apprentices, MTS Trainers, MTS Staff, MTS Board Members and MTS partners.

MTS is committed to *winning the world for Christ by multiplying gospel workers through ministry apprenticeships*. We acknowledge that God alone is worthy of all glory, honour and praise.

Under this framework MTS is committed to:

- i) Respectful and sympathetic treatment of complainants.
- ii) Providing information about complaints and ensuring it is accessible to complainants.
- iii) Good communication with complainants about the status of their complaint.
- iv) Taking ownership of complaints and ensuring that those who are responding to complaints are supported.
- v) Timeliness of complaint handling and dealing issues as soon as possible.
- vi) Transparency through recording and analyzing complaints data to inform systems and complaint handling

2. Complaint Definitions

A **complaint** is an expression of dissatisfaction made to MTS where a response or resolution is reasonably or legally required.

A **complaint** may be in relation to any of the following;

- the quality of training received by an MTS Apprentice,
- the quality or effectiveness of services provided by MTS,
- the behavior or decisions of MTS staff or MTS trainers or MTS Apprentices,
- MTS practices, policies and procedures, or
- the way in which MTS has handled a complaint.

Note:

A **Workplace Grievance** is a complaint raised by an employee towards their employer that claims a violation of employment legalities (e.g. policies, employment contract, national standards).

Workplace Grievances raised by employees of MTS Limited will be handled in accordance with MTS Limited's **Grievance policy**.

Workplace Grievances raised by other stakeholders of MTS (eg MTS Apprentices, MTS Trainers, Board Members, Volunteers, Supporters, Suppliers/Contractors) should in the first instance be managed in accordance with the Grievance Policy of their employer.

A **Whistleblower** is a person associated with the organisation (eg an MTS Apprentice, MTS Trainer, board member, employee, contractor or volunteer) who reports known or reasonably suspected misconduct within the organisation. Any **Whistleblower disclosure reports** received by MTS Limited will be managed in accordance with MTS' **Whistleblower Policy**.

3. Privacy

MTS will take reasonable steps to support those involved in a complaint and arrange further support when appropriate. It is expected that MTS will maintain an appropriate level of confidentiality about complaints and the people involved. MTS will ensure that access to all information received and gathered in relation to a complaint is restricted to those who genuinely need to know.

4. Making and Receiving Complaint

Complaints may be made to MTS in a number of different ways.

For example; in person, by telephone, in writing, via online [Complaints and Compliments](#) form.

Complainants are encouraged to provide as much detail as possible identifying when, where and what is alleged to have happened by whom and to whom.

As far as possible, complainants should provide their complaint in writing.

MTS' on-line [Complaints and Compliments](#) form may be used to register any complaint with MTS.

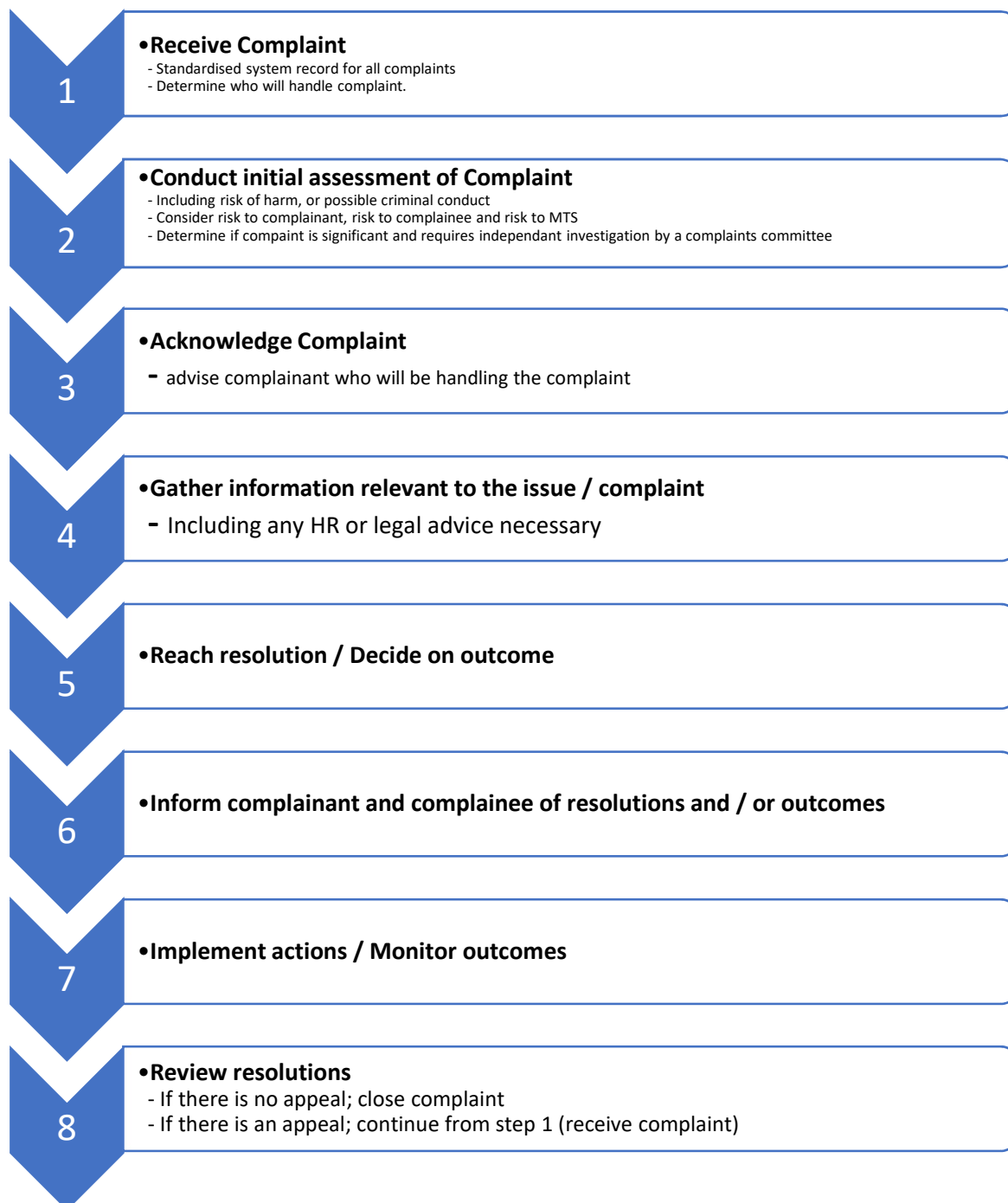
If a complainant is unable, or it is not appropriate to submit their complaint in writing, then the details of the complaint will be recorded as notes within the MTS Ministry Movement Database.

A standardized system record will be maintained for all complaints within the **MTS Ministry Movement Database**. The system record will include all written correspondence and notes of verbal / telephone discussions.

Access to all Complaints records in the MTS Ministry Movement Database will be restricted exclusively to those with a genuine need to know.

5. Managing a complaint

The key stages of managing a complaint are:



6. Complaints Committee

MTS will establish a ***Complaints Committee*** who will be invited to undertake an independent investigation of complaints that warrant independent investigation. The Complaints Committee will be an independent panel who do not have any vested interest in MTS. The Complaints Committee will NOT include any MTS staff member or member of the MTS Board.

The Complaints Committee will be invited to undertake an independent investigation of any complaint where a Complainant has appealed against the Resolutions and Outcomes of a Complaint.

7. Complaints Handling Flowchart

