

**Important Note:** This Complaints Policy forms an integral part of and should be read together with the Learner Profile User Agreement (UA).

## **1. INTRODUCTION**

MOTI recognises the importance of your complaints and welcomes complaints as a valuable form of feedback about its services. We are committed to using the information we receive to help drive forward improvements. This Policy outlines the aims of MOTI in dealing with complaints and sets out what you can expect when making a complaint regarding a service. A complaint is a way of letting us know that you are not happy with a particular service. We welcome your feedback. A complaint may be about delay, lack of response, discourtesy, failure to consult or about the standard of service you have received.

**So please let us know if:**

- 1.1. You think we have done something wrong.
- 1.2. We have not done something that we said we would do.
- 1.3. You are not satisfied with a particular service or set of services that we provide.

## **2. ANONYMOUS COMPLAINTS**

We understand that it might be difficult for you to complain because you are worried that your complaint could result in a poorer service. Please be assured that we treat all complaints in the strictest confidence, and that it is your right to complain. If you do not provide us with a contact name or address, it will not be possible for us to get back to you with the outcome of the investigation

## **3. PROCEDURE**

- 3.1. In the first instance, the complaint should be discussed with the MOTI team member concerned and resolution sought within 48 hours of the incident occurring. There will be no further action taken if the complaint is resolved.
- 3.2. In the case of an individual wishing to make the complaint, who feels unable to discuss the complaint with the MOTI team member concerned, the matter should be referred to the MOTI contact details provided below within 48 hours of the incident occurring.
- 3.3. All complaints received will be resolved as soon as practically possible and you will be informed accordingly of any remedial or other action or decision made.

## **4. HOW TO CONTACT MOTI**

- 4.1 You can contact MOTI by post, email or telephone if you have any questions about this Policy or to make a complaint.
- 4.2 MOTI can be contacted by:
  - 4.1.1 Email: [websupport@mysophia.eu](mailto:websupport@mysophia.eu)
  - 4.1.2 Telephone: +357-22-040220
  - 4.1.3 Post or Physical: Diagoras House, 16 Panteli Katelari Street, 1306, Nicosia, Cyprus