

# COMPLAINTS POLICY AND PROCEDURE



**Policy Group:** Quality and Support

**Effective:** November 2023

**Approved:** Rachel Butt, Director of Excellence

**Responsible Officer:** Caroline Taylor, Head of Quality Services

**Next Renew Date:** November 2024

**Ref no:** 4.8



# GUIDANCE

## Vision

Transform lives through learning

## Values



**PASSIONATE** - We are passionate about inspiring young people, adults and our Purple People to be their best and we take pride in creating a positive learning environment to fulfil their potential.



**UNSTOPPABLE** - We are unstoppable in our quest for the pursuit of excellence. We are dedicated and resilient to develop ourselves and our learners.



**RIGHT** - We treat each other with respect and strive to do the right thing through insight, inclusion, honesty, growth and trustworthiness.



**PARTNERSHIPS** - We support the people surrounding us in our everyday lives, building effective partnerships with businesses, learners and all stakeholders where we can pass on our knowledge and skills to help them meet their goals.



**LEARNERS** - Learners are at the centre of everything we do and we are driven to provide life-changing and life-long learning for them.



**EMPOWERED** - We encourage our Purple People to be independent and autonomous to maximise their goals surpassing their barriers and targets. Feel it, believe it, live it.

## Tone of voice

Our tone of voice takes its direct influence from our core values. We are passionate about people and learners and are driven to get the best out of everyone by understanding them. We are caring and supportive, as well as being determined and striving for growth. We talk with purpose and enthusiasm in a way that connects and empowers people.

Innovation is at the heart of Learning Curve Group and we're always thinking about what's next!

## SUMMARY CHANGES

Date	Page	Details of Amendments
10/04/2020	All	Reflects integration of LHAA/LBTA
02/10/2020	All	Changes to the process of complaints
16/11/2022	All	Changes to the process of complaints
16/11/2023	All	Annual Review

This policy has been reviewed and approved by the Director of Excellence:



## INTRODUCTION

Learning Curve Group is one of the largest national training providers in the UK, providing education and training nationally. All companies within the LCG family uphold the same company Vision, Mission and Core Values and follow our group policies and procedures.

### Applies to

All learners, employers, stakeholders and members of the public.

### Reason for policy

To resolve complaints in a timely and effective manner, to use the information to improve our service, and to ensure complaints can be handled professionally.

This policy and procedure do not form part of your terms and conditions of employment and can be changed at any time as we deem appropriate.

## POLICY

It is acceptable that at times, a person can feel aggrieved by their treatment or service, and it is essential that Learning Curve Group (LCG) and businesses within the family have a professional mechanism to deal with the complaint.

We treat a complaint as any expression of dissatisfaction with our service which calls for a response.

### Complaints Procedure

A formal complaint can be made to Learning Curve Group by via email:

[complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk)

Or in writing to:

Learning Curve Group, 1 - 10 Dunelm Rise, Durhamgate, Spennymoor, DL16 6FS

To ensure the availability of evidence, complaints should be made within 6-months of an incident taking place.

A complaint will formally be acknowledged by Learning Curve Group within one working day of receipt.

Complaints will be reviewed by the Quality Support Team (QST) who will initiate and coordinate the appropriate investigation based on the categorisation and severity. This may include interviews with appropriate parties and if necessary further clarification from the complainant.

Learning Curve Group will aim to resolve complaints within 10 working days, should a further period be required, the complainant will be informed.

The Investigating officer will write to the complainant advising him/her of the conclusions of the investigation.

#### **Categorisation**

On receipt of a complaint the Quality Support Team (QST) will review the complaint and decide, dependent on the significance, whether the complaint will be escalated to Stage 2 or 3 immediately. Examples where escalation might take place would be if the concern came from an external agency, related to equality and diversity or was a health and safety matter.

#### **Monitoring**

The leadership team will receive monthly reports on complaints, and on a quarterly basis the Executive Group and Board will be presented with a summary. The relevant Quality Director analyses complaints for trends and investigates appropriate action to improve service provided.

#### **Additional Information**

Complaints against the Chief Executive should be addressed to the Chair of the Board at:

Learning Curve Group, 1 - 10 Dunelm Rise, Durhamgate, Spennymoor, DL16 6FS

The QST will review all complaints coming into the business and decide which Stage they are to follow depending on severity.

Stage 1 - Resolve or escalate to relevant manager	
The complaint must be dealt with by the colleague receiving the complaint from QST	At Stage 1, the colleague receiving the complaint will provide a reasonable resolution deadline to the complainant by email
The complaint must be acknowledged immediately and a reasonable deadline for resolution to be given to the complainant within 2 days of receipt of the complaint.	If the complaint is not resolved at Stage 1, it is escalated to a relevant manager immediately using Stage 2 of the complaints form which is sent to <a href="mailto:complaints@learningcurvegroup.co.uk">complaints@learningcurvegroup.co.uk</a>
If the complaint is resolved after Stage 1, the form is sent to <a href="mailto:complaints@learningcurvegroup.co.uk">complaints@learningcurvegroup.co.uk</a> Quality Support Team (QST) who then updates the complaints log and sends an email to the complainant to confirm closure of the complaint	



Stage 2 - 10 days to resolve or escalate to relevant director	
The complaint must be escalated to the next level of authority who is able to deal with the complaint.	At Stage 2 the colleague will have 10 working days to resolve the complaint.
If the complaint is resolved after Stage 2, the form is sent to <a href="mailto:complaints@learningcurvegroup.co.uk">complaints@learningcurvegroup.co.uk</a> . QST update the complaints log and sends an email to the complainant to confirm closure of the complaint	If the complaint has still not been resolved at Stage 2, it can be escalated to the relevant director.



Stage 3 - 10 days to resolve or if the complainant is still not happy with the resolution at Stage 3 they may appeal to the CEO in writing	
The complaint must then be resolved by the Director of Excellence	At Stage 3, the colleague will have 10 working days to resolve the complaint
If the complaint is resolved at Stage 3, an update is then sent to <a href="mailto:complaints@learningcurvegroup.co.uk">complaints@learningcurvegroup.co.uk</a> to update the complaints log and QST sends an email to the complainant to confirm closure of the complaint	

If the complainant is still not happy with the resolution at Stage 3 they may appeal to the CEO in writing.
If the complainant is still not happy with the resolution, they can approach the ESFA or Awarding Organisation as the funders of their qualification.

## RELATED POLICIES

### **Group 1**

Anti-Bullying and Harassment Policy

### **Group 3**

Equality, Diversity and Inclusion Policy

### **Group 8**

Learner Behaviour Policy

# APPENDIX 1

## Complaints Log

### Stage 1 – Initial Information

Please ensure the following information is gathered for all customer complaints as the complaint is made to LCG. If the complaint does not initially come via the Quality Support Team (QST) this information needs to be sent to [complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk) on the date the complaint is received. If the complaint is received via QST, it is to be escalated to the relevant operational manager by the QST team on the date the complaint is received.

Name of Complainant	Click or tap here to enter text.	Date of Complaint Made	Click or tap here to enter text.
Contact Number of Complainant	Click or tap here to enter text.	Email Address of Complainant	Click or tap here to enter text.
Provision Area	Click or tap here to enter text.	Qualification / Course Name	Click or tap here to enter text.
Name of Person Receiving Complaint	Click or tap here to enter text.	Name of Person Complaint Escalated to	Click or tap here to enter text.
		Date the complaint was escalated	Click or tap here to enter text.
What is the complaint (give as much detail as you can including any relevant names, dates or venues). Please note if the complaint raises any urgent concerns, safeguarding, please escalate using the safeguarding process.			



Click or tap here to enter text.

If the complaint can be resolved at this point, please specify the resolve below (please include any relevant names of individuals, dates etc.)

Click or tap here to enter text.

Name of the person signing off the complaint	Click or tap here to enter text.	Date signed off	Click or tap here to enter text.
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Please send completed Stage 1 to [complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk)

**Stage 2 – Escalated to Operational Director - Investigation**

Complaint needs further investigation (please circle or make text bold)	Yes	No	Name for person escalated to for investigation	Click or tap here to enter text.
			Date escalated	Click or tap here to enter text.
Investigation Notes (include evidence considered, interviews carried out etc.)				
Click or tap here to enter text.				

Resolve below (please include any relevant names of individuals, dates etc.)

Click or tap here to enter text.

Name of the person signing off the complaint	Click or tap here to enter text.	Date signed off	Click or tap here to enter text.
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Please send completed Stage 2 to [complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk)

**Stage 3 – Escalated to Director of Excellence**– if after investigation at Stage 2 does not resolve complaint, escalation to the Director of Excellence is required, or if there is a high risk to LCG by the complainant going external in their complaint.

Complaint escalating to DPD (please circle or make text bold)	Yes	No	Name of DPD	Gail Crossman
			Date escalated	Click or tap here to enter text.
DPD action and resolve Investigation Notes (include evidence considered, interviews carried out etc.)				
Click or tap here to enter text.				

Resolve below (please include any relevant names of individuals, dates etc.)

Click or tap here to enter text.

Name of the Director  
signing off the  
complaint

Click or tap here to  
enter text.

Date signed off

Click or tap here to  
enter text.

Please send completed Stage 3 to [complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk)