

## Appendix 1

### 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.			

## Complaint Information



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.)

## Complaint Information



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 Information



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.				

## Complaint Information



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)

## Complaint Information



**Stage 3 – Escalated to Director of Performance and Development (DPD), Director of Quality** – if after investigation at Stage 2 does not resolve complaint, escalation to the Director of Performance and Development 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.
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Please send completed Stage 3 to [complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk)