

# COMPLAINTS PROCEDURE



**Policy Group:** Quality and Curriculum

**Effective:** Sept 21

**Approved:** Gail Crossman, Director of Quality and Performance

**Responsible Officer:** Saran Deo, Quality Experience Manager

**Next Renew Date:** Oct 22

**Ref no:** 4.20

# GUIDANCE

Values | Vision | Tone of Voice



## Vision

Transforming lives through learning

## 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 getting to understand them. We are caring and supportive, as well as being determined and strive 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 cc
<b>10.04.2020</b>	<b>All</b>	<b>Reflects integration of LHAA/LBTA</b>
<b>02/10/2020</b>	<b>All</b>	<b>Changes to the process of complaints</b>
<b>01.10.2021</b>	<b>All</b>	<b>Review to make clearer reference to working with the people team</b>

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

## I. INTRODUCTION

Learning Curve Group is one of the largest national training provider 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.

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

Or In writing to Learning Curve Group, Unit 8-10 Dunelm Rise, Durham gate, 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 Experience Manager (QEM) 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 Quality Experience Manager/nominated deputy will write to the complainant advising him/her of the conclusions of the investigation.

### **Categorisation**

On receipt of a complaint the Quality Experience Manager (QEM) 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 quality for trends and investigates appropriate action to improve service provided.

### **Links to other departments**

LCG are committed to learn from the complaints we receive and ensure that we take positive steps to minimise repeated dissatisfaction. This may include staff training/support and we will work closely with our People Team to achieve this. The People Team may suggest a formal course of action dependent on the findings of the complaint investigation at stage 2 and 3.

### **Additional Information**

Complaints against Chief Executive should be addressed to the Chair of the Board at Learning Curve Group, Unit 8-10 Dunelm Rise, Durham gate, Spennymoor, DL16 6FS.

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

Stage One (Green) Resolve or escalate to relevant manager	
<p>The complaint must be dealt with by the colleague receiving the complaint from QST / QEM.</p> <p>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.</p>	<p>At stage 1, the colleague receiving the complaint will provide a reasonable resolution deadline to the complainant by email.</p> <p>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></p>
<p>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 Experience Manager who then updates the complaints log.</p>	



Stage Two 10 days to resolve or escalate to relevant director	
<p>QEM will allocate an independent investigator who will deal with the complaint. This individual will either be a HOD or Director.</p>	<p>At stage two the colleague will have 10 working days to resolve the complaint.</p> <p>QEM is responsible for all correspondence with the complainant to inform of the stage, investigator, and outcome.</p>
<p>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> The QEM updates the complaints.</p>	<p>If the complaint has still not been resolved at stage 2, it can be escalated to the relevant director.</p>



Stage Three 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.	
<p>The complaint must then be resolved by the Director of Excellence</p> <p>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.</p>	<p>At stage three, the colleague will have 10 working days to resolve the complaint.</p>

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.

## Supporting Policies

3.1 Equality and Diversity

1.4 Anti Bullying Harassment

4.18 Learner Behaviour Policy