

# COMPLAINTS PROCEDURE

Policy Group: Quality and Curriculum

Effective: October 2020

Approved: Gail Crossman, Director of  
Performance and Development

Responsible officer: Stephanie Hudson Quality  
Experience Manager

Next renew due: October 2021

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
<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>

## I. INTRODUCTION

Learning Curve Group is one of the largest training providers in the UK, providing education and training nationally. In October 2018 Profound Services Ltd and Northern Care Training Ltd joined Learning Curve Group and later in 2020 the London Hairdressing Apprenticeship Academy and the London Beauty Training Academy joined the family.

Glossary:

Learning Curve Group (LCG)

Profound Services (PS)

Northern Care Training Ltd (NCT)

London Hairdressing Apprenticeship Academy (LHAA)

London Beauty Training Academy (LBTA)

### **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.

### **Receiving Complaints**

Complaints may arrive through channels publicised for that purpose, or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person will need to be recorded, and the person who receives a complaint by phone or in person should:

- Write down the details of the complaint into the complaints form (Stage 1)
- Tell the complainant that we have a complaint procedure and arrange for them to receive so they are aware of further stages should an immediate resolution not be met.
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or email so that the complaint is recorded in the complainant's own words.

## **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.

## **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 Support Team (QST) 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 Performance and Development.</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