



Complaints policy and procedure



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Reference documents: *Appeals policy, Equality and Diversity policy, Safeguarding policy*

Roles: *HOO - Head of Operations, MD - Managing Director*

Templates: *Complaints log*

General policy statement

Learnmore Network Limited is committed to providing the highest quality service to all learners [1] and clients [2] in everything we do. We aim to achieve the highest levels of customer service and learner satisfaction and to be responsive to concerns or complaints. We welcome all feedback and recognise this as a valuable resource to continually improve our services and the learner journey and customer experience. Shortfalls in service standards are taken very seriously and the lessons learned from them implemented swiftly.

Learnmore's complaints policy and procedure outlines our approach dealing with complaints by:

- Defining our commitment to managing complaints
- Ensure all complainants are treated fairly and equally and in confidence and receive prompt and clear responses that address the concerns raised with no negative impact on the complainant
- Using complaints to inform improvements

[1] The term learners encompasses apprentices, trainees and delegates

[2] The term clients encompasses customers and employers of learners

Scope and purpose

A complaint is an expression of dissatisfaction, whether justified or not, made directly to Learnmore about our services, employees or any other matter.

This policy applies to anyone including, but not limited to, applicants, learners, employers, partner organisations, other stakeholders or anyone who may be affected by our services or activities.

The policy does not apply to the following:

- Matters covered by separate policies or procedures, including assessment appeals, equal opportunities, grievance and disciplinary
- Judgement around awarding organisation or end point assessment organisation decisions
- Requests for new services or provisions
- Comments and suggestions
- Criminal matters that will be investigated by the authorities

Policy implementation

Whilst we recognise that many concerns may be raised informally and can be dealt with quickly and simply, Learnmore ensures that all complaints are dealt with promptly, taken seriously, treated with sensitivity and professionalism and logged and evaluated so that they can be used to further improve our services.

Learnmore will ensure the effective implementation of this policy by:

- Having a clear procedure for learners, customers, employees and other stakeholders to follow should they wish to raise a complaint
- Acknowledging all complaints within two working days of receipt
- Responding to all complaints within fourteen working days of receipt
- Aiming to achieve a resolution that satisfies the complainant
- Escalating issues that require the attention of Learnmore's MD and HOO
- Making sure that complainants are safeguarded at all times
- Providing an honest and transparent response to complainants, including the provision of non-confidential information when requested

The HOO is responsible for ensuring that efficient and effective systems are in place to deal with complaints.

Complaints procedure

Complaints can be made:

- In writing to a specific employee or the HOO at 85 Tottenham Court Road, London, W1T 4TQ
- In person to an employee or at our offices (see address above)
- By phoning an employee's direct line or 0800 111 4992
- By emailing: hello@learnmoreuk.com
- Via our website: www.learnmoreuk.com

The procedure is as follows:

1. Employee receives a complaint
2. Details are recorded on the complaints log and the HOO is informed immediately
3. The HOO assigns the complaint to an appropriate manager to investigate the complaint
4. The HOO informs the complainant who will be investigating their complaint
5. The investigator will contact the complainant within two working days to clarify the detail, seek additional information and ask further questions. The investigator will explain their role to investigate the complaint and provide an estimation of when the complainant will next be contacted. The complaint log will be updated accordingly
6. The complaint is then investigated and the investigating manager will provide a written report of their findings to the HOO within 10 working days of receipt. If the investigator is aware of any reason that this timescale is not possible, the HOO may decide to extend the notification period. In these exceptional circumstances, the complainant will be made aware of the delay and it is recorded on the complaints log
7. Within two working days of receiving the report, the HOO will decide if corrective action is required and provide a response to the complainant or if further information is required to bring the matter to a satisfactory conclusion for all parties. The outcome will be recorded in Learnmore's quality improvement plan and will be added to the agenda for discussion at team meetings, board meetings and governance meetings. The complaints log will be updated accordingly

8. Action to rectify the cause of complaints is taken immediately
9. The complaints log is reviewed and analysed monthly by the senior management team and is raised at governance board meetings
10. Any complaint made about the HOO will be investigated by the MD and will follow the same timescales and procedure as other complaints
11. A complaint made about the MD will be investigated by a member of the governing board and will follow the same timescales and procedure as other complaints

Right to appeal

Complainants who are unhappy with the outcome of their complaint have the right to appeal against the outcome if:

- a. They have reason to believe the investigation did not take account of all relevant and available information
- b. New information has come to light

The complainant should submit their appeal within fourteen working days of receipt of the outcome from the initial investigation to the HOO. The MD will hear the complaint and review the evidence.

Following investigation, a written response will be produced detailing the outcome and any actions necessary to resolve the issue. The complainant will be notified of the outcome within ten working days of receipt of the appeal. The decision of the MD is final.

An appeal concerning a complaint made about the HOO or MD will be heard by a member of the governing board.

External support

If the complaint is in relation to funded learning, such as an apprenticeship and the complainant remains unhappy with the outcome of their complaint after the appeal has concluded, the complainant can take the matter further by contacting:

The Education & Skills Funding Agency
The Complaints Team
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

Email: complaints.esfa@education.gov.uk

This link contains the procedure:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

Quality assurance arrangements for complaints

The effectiveness of the complaints policy and procedure will be monitored and improved, as follows:

- the management team will review any complaints and appeals as part of quality review meetings, board meetings and governance meetings to analyse the effectiveness of the way they have been handled
- a complaints and appeals log is maintained to identify any key trends and repeated issues. This can be found on the shared drive
- all lessons learnt from complaints will be embraced and good practice adapted, where appropriate
- key issues arising regarding the quality of our service will be fed into our self-assessment process and quality improvement plan

Confidentiality

All complaints will be treated seriously, handled sensitively and with due discretion to all parties involved.

In line with our equality and diversity policy, all complainants will be treated fairly and not suffer any recrimination or disadvantage as a result of making a complaint. If a complaint is made about a Learnmore employee, that employee may be informed about the substance of the complaint so that they are in a position to make a response and corrective action may be taken. If a complainant wishes to remain anonymous to the individual about whom the complaint is made, this may be considered in exceptional circumstances, for example, in cases of harassment.

Anonymous complaints

Complaints require investigation to enable resolution. If a complaint is made anonymously, it may not be possible to investigate. Therefore, such complaints will be recorded and monitored, but will not necessarily be investigated further. It is at the discretion of Learnmore to consider investigating an anonymous complaint in exceptional circumstances and where it is deemed to be appropriate.

Signed:

A handwritten signature in black ink, appearing to be 'BN', written in a cursive style.

Becky Newell,

Managing Director

Learnmore Network