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# **Complaints Procedure**

## **July 2018**

Policy Group: Human Resource  
Procedure Number: 1.6.1  
Procedure Title: Complaints Procedure  
Author: Caroline Taylor  
Approved: Gail Crossman  
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This document is issued and controlled by the Director of Performance and Development and can only be modified after proposed modifications have been accepted by the Company Directors.  
The latest version will be maintained on the company J drive under Policies and Procedures.

**Scope**

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

**Purpose**

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.

**Comment**

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

LCG will ensure that complainants will not be treated less favourably following their complaint, and we will identify actions from the complaint received to improve and develop our services.

The Director of Performance and Development will continuously monitor a complaint until the issue has been resolved.

**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 facts of the complaint.
- Take the complainant's name, address and telephone number.
- Note down the relationship of the complainant to Learning Curve Group.
- Tell the complainant that we have a complaints procedure, and email a copy to them for reference.
- 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 by email so that the complaint is recorded in the complainant's own words.

**Monitoring**

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

**Additional Information**

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

## Complaints Procedure

Contact a member of staff. They will listen to your complaint, take your details and contact information, and pass the complaint to the Quality Support Coordinator.

1. The complaint is documented and forwarded to [complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk), and the Quality Support Coordinator will log it.
2. The Quality Support Coordinator contacts the complainant within 24 hours of receipt of complaint to gain further details, and completes the Complaints form.
3. If not resolved immediately, the Quality Support Coordinator will allocate an investigator after communication with the appropriate Director, and will provide feedback within 10 working days.
4. The investigating officer investigates, making appropriate notes and interviewing relevant staff.
5. On conclusion of the investigation, the Quality Support Coordinator contacts the complainant in writing with the outcome and a copy is sent to the complainant's email. If resolved, the progress section of the complaints form is completed.
6. The Director of Performance and Development will review the details of the complaint on the Complaints log monthly.

### Procedure for Unresolved Complaints

The complaint is escalated by the investigating officer or complainant. The Director of Performance and Development investigates the complaint and writes a short report on the result of the investigation, with appropriate action to be taken. The investigation will be conducted within 10 working days of receiving the complaint.

The Director of Performance and Development informs the complainant in writing of the outcome and actions to be taken, within 10 working days.

If the complainant is dissatisfied with the response to the complaint, they have the right to escalate the complaint to the CEO. They should put their appeal in writing, detailing the reason for the dissatisfaction and what has been done to try to remedy the complaint informally. The appeal should be sent to the Learning Curve Group, 26 Longfield Road, South Church Enterprise Park, Bishop Auckland, DL14 6XB. Funding partners will be aware of complaints relating to learners.

If the concern is not resolved and the complainant is still not happy, they can appeal to the Education Skills Funding Agency (ESFA) if they are a funded learner. Before you can do this, they must have exhausted all stages of the Company's Complaints Procedure.

## **Supporting Policies**

- 3.1 Equality and Diversity
- 1.3 Anti-Bullying and Harassment
- 4.5.4 Learner Behaviour Policy

# Complaints Form

Complainant Details (This section is to be completed by all complainants)

<b>Name</b>		<b>Student ID Number</b>	
<b>Course Code and Title</b>		<b>Date of Birth</b>	
<b>Learner/Parent/ Employer/Other?</b>		<b>Mode of Attendance</b>	
<b>Address</b>			
<b>Telephone Number</b>		<b>Mobile Number</b>	
<b>Email Address</b>			

Representative Details (Please only complete if you are contacting us on behalf of the Complainant).

<b>Name</b>			
<b>Address</b>			
<b>Telephone Number</b>		<b>Mobile Number</b>	
<b>Email Address</b>			

If a representative is submitting a formal complaint on behalf of a complainant who is a learner over the age of 19, the complainant must sign below to confirm that Learning Curve Group have permission to directly communicate with the representative.

<b>Signature</b>		<b>Date</b>	
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Equality and Diversity Information (Providing the following detail helps us to make sure that all people are treated fairly).

Which Age Group Do You Belong To?									
<b>Under 16</b>		<b>16-18</b>		<b>19-25</b>		<b>25+</b>		<b>Prefer not to say</b>	
<b>Male</b>				<b>Female</b>			<b>Prefer Not to Say</b>		
<b>White British</b>		<b>White Irish</b>		<b>White – Other European</b>					
<b>White – Any Other Background</b>		<b>Asian/Asian British - Bangladeshi</b>			<b>Asian/British Asian - Indian</b>				
<b>Asian/Asian British – Pakistani</b>		<b>Asian/Asian British – Any Other Asian Background</b>			<b>Black/Black British - African</b>				
<b>Black/Black British Caribbean</b>		<b>Black/Black British – Any Other Black Background</b>							
<b>Mixed – White and Black African</b>		<b>Mixed – White and Black Caribbean</b>			<b>Mixed – Any Other Mixed Background</b>				
<b>Chinese</b>		<b>Prefer Not to Say</b>			<b>Any Other</b>				
How Would You Describe Your Religious Beliefs?									
<b>Christian</b>		<b>Muslim</b>			<b>Hindu</b>				
<b>Buddhist</b>		<b>Sikh</b>			<b>Jewish</b>				
<b>None</b>		<b>Other</b>			<b>Prefer Not to Say</b>				



Yes		No		Prefer Not to Say	
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**Complaints Form**



Please clearly identify the nature of your complaint, and what has been done to attempt to resolve the complaint so far.



<b>Please Contact Me/My Representative By:</b>					
<b>Telephone</b>		<b>Email</b>		<b>In Writing</b>	

<b>Signed</b>		<b>Date</b>	
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Please forward your completed form to:  
 Postal: Caroline Taylor, Learning Curve Group, Units 51-53, Innovation House, 26 Longfield Road, South Church Enterprise Park, Bishop Auckland, County Durham, DL14 6XB.  
 E mail: [complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk)