

# Complaint Information

## 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		Date of complaint made	
Contact Number of complainants		Email address of complainant	
Provision Area		Qualification/Course name	
Name of person receiving complaint		Name of person complaint escalated to	
		Date the complaint was escalated	
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

If the complaint can be resolved at this point, please specify the resolve below (please include any relevant names of individuals, dates etc)

Name of the person signing off the complaint		Date signed off	
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Please send completed stage 1 to [complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk)

# Complaint Information



## Stage 2 – Escalated to Operational Director - Investigation

Complaint needs further investigation (please circle or make text bold)	Yes	No	Name of person escalated to for investigation	
			Date escalated	
Investigation Notes (include; evidence considered; interviews carried out etc)				

## Complaint Information

Resolve below (please include any relevant names of individuals, dates etc)

Name of the person signing off the complaint		Date signed off	
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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)**– if after investigation at stage 2 does not resolve complaint, escalation to Director of Performance and Development is required or if there is a high risk to LCG by complaint going external in their complaint

Complaint escalating to DPD (please circle or make text bold)	Yes	No	Name of DPD	Gail Crossman
			Date escalated	
DPD action and resolve Investigation Notes (include; evidence considered; interviews carried out etc)				

## Complaint Information

Resolve below (please include any relevant names of individuals, dates etc)

Name of the Director signing off the complaint		Date signed off	
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Please send completed stage 3 to [complaints@learningcurvegroup.co.uk](mailto:complaints@learningcurvegroup.co.uk)

## Complaint Information