

## COMPLAINTS POLICY

This policy is available on-line at

<https://lomaxtraining/complaintspolicy.pdf>

We will consider any request for this policy to be made available in an alternative format or language. Please note that the company may charge for this.

We review our policies regularly to update them and to ensure that they are accessible and fair to all. We welcome suggestions for improving the accessibility or fairness of this policy.

## Policy Statement

The company welcomes comments and complaints from all learners, apprentices and from employers. We use this process to improve services for learners, apprentices, employers, and the wider community in which we exist.

Lomax Training Services Ltd (LTSL) is committed to the continuous improvement of the services it provides. We recognise that, occasionally, mistakes will be made, or the service offered will not meet as individual's or employer's requirements or expectations. For these reasons it is company policy that all complaints should be:

- Treated seriously and in an open manner
- Acknowledged immediately, preferably in writing
- Investigated
- Resolved, wherever that is reasonably practicable, within no longer than 5 working days
- Used as feedback to improve the service which the company offers

The company's apprentice and employer handbooks set out the standards and services learners, apprentices and employers can expect us to provide, as well as their responsibilities.

No complainant bringing a complaint under this Procedure will be treated less favourably by any member of staff. If there is evidence to the contrary, the member of staff may be subject to disciplinary proceedings.

## Scope

The Policy applies to all members of the company, learners, apprentices, and employers but does not replace company procedures for, staff grievances, academic appeals and learner and apprentice disciplinary action: those procedures should be used where appropriate.

## Legislation

The Human Rights Act 1998 applies to the operation of this policy.

## Responsibilities

**All company staff** have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure set out below.

**The Nominated Person** has a responsibility for resolving a complaint and leading or contributing to an investigation into a complaint when this is considered appropriate.

**The Quality Manager** is responsible for resolving complaints which have not been resolved during the previous two stages.

**The Senior Management Team (including the Managing Director)** is responsible for ensuring that the Complaints Policy and Procedure are operating effectively.

## **Actions to Implement and Develop Policy**

### **Stage One**

The company expects complaints about courses to be made to their tutor/trainer in the first instance. Where this is not possible or does not result in satisfactory resolution, the complaint should be submitted in writing on the **company's official complaints form (LTS 124)**.

The company usually expects complaints to be made by the person concerned. However, it will consider complaints made by a learner's parent or advocate.

Anonymous complaints cannot be investigated.

All comments/complaints will be forwarded to the Quality Manager who will acknowledge receipt on day of receipt and then appoint a nominated person to carry out the investigation.

### **Stage two**

The nominated person carries out a full investigation and records details of the findings on the **official complaints form (LTS 124)**

The Quality Manager will respond in writing within five working days, explaining what has happened because of the complaint. Where this involves a member of staff, specific detail of action taken will not be made available. This is to ensure that our employees are afforded appropriate dignity at work.

If the complaint requires further investigation that cannot be carried out within the week, the manager shall keep the complainant informed and specify a date when a response can be given.

### **Stage three**

If the complainant is dissatisfied with the Quality Manager's response, then the complaint will be forwarded to the Lomax Appeals Procedure

The Quality Manager will acknowledge receipt of the appeal and a final reply will be completed within 10 working days to allow time for any formal investigations to take place.

## **Stage four**

If the complainant is still dissatisfied with the response, then the complainant should contact the ESFA Customer Service Team at Educations and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT or email [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk)

## **Monitoring & Evaluation**

Lomax Training Services Ltd will maintain a confidential record of complaints dealt with to feed into the company's quality improvement processes. The Finance and Business Manager will maintain a record of all complaints, appeals and outcomes and produce a report for analysis by SMT as required.

## **Related Policies**

- Learner and Apprentice Disciplinary Procedure
- Staff Disciplinary Procedure
- Internal Assessment Appeals Policy
- Staff Grievance Procedure

# Operating Procedure



