

# COMPLAINT HANDLING POLICY

Last updated: 28/04/2020

London School of Learning Skills. would hereafter be referred to as LSLS in this document.

## Scope of the policy

This policy is provided for LSLS customers, including learners and staff members who are using or delivering the courses or qualifications LSLS offer.

## Location of the policy

This policy is available for all staff members, third parties and learners to access. The most up to date version of the policy is available on our website [www.londonls.com](http://www.londonls.com).

## Communication of the policy

It is important that staff involved in the management, delivery, assessment and quality assurance of nationally recognised qualifications and learners undertaking these qualifications, are fully aware of the contents of the policy.

## Review of the policy

LSLS will review the policy annually and/or revise it as and when required. The review process includes analysis of monitoring data, consultation with and feedback from customers, learners, clients, staff and other stakeholders, changes in practices, actions required by Awarding Organisations or changes in legislation to determine the impact of the policy and any action required. Our review will ensure that our procedures continue to be consistent with the regulatory criteria and are applied properly and fairly in arriving at judgements.

## Policy Statement

LSLS is committed to providing a quality service for its learners and staff members, working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our staff members, customers and learners, and in particular by responding positively to complaints thereby making it satisfactory and fair for all concerned, and by putting mistakes right.

## Statement of principles

LSLS aim to ensure that:

- making a complaint is as easy as possible
- we treat a complaint as a clear expression of dissatisfaction with our service, which calls for an immediate response
- we deal with it promptly, politely and confidentially
- we respond in the right way - for example, with an explanation or apology
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly

- enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach to dealing with a complaint may be appropriate; however, if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed.

**Definition:** A complaint can be defined as 'any expression of dissatisfaction that relates to LSLS and that requires a formal response'.

**Purpose:** The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

LSLS's responsibilities are to:

- acknowledge the formal complaint in writing
- respond within the stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and LSLS maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

## Complaints Procedure

### Stage 1

If a complaint is unable to be resolved informally, the complainant should write a letter/email their complaint to a relevant member, so that they have a chance to put things right. In the letter/email, it should set out the details of the complainant's complaint, the consequences for them as a result, and the remedy they are seeking.

Complaints will be acknowledged by LSLS within 2 working days (except weekends) of receipt of a complaint. Complaints will be investigated by relevant LSLS staff members. As part of the investigation regarding a complaint, a LSLS staff member may undertake interviews with the relevant people involved.

A complainant will be informed of the investigation outcome and decision within 10 days of a complaint being acknowledged (this may be extended, depending on the nature of the complaint). Should this be the case, the situation will be explained to the complainant.

### Stage 2

If a complainant is not satisfied with the initial response to a complaint, they can write to LSLS Centre Manager (Rehan Syed) and ask for their complaint and the response from LSLS to be reviewed.

LSLS Centre Manager (Rehan Syed) will acknowledge a complaint within 2 working days (except weekends) of the receipt of a complaint. Responses to complaints will be within 10 working days of the acknowledgement.

LSLS's aim is to resolve all matters as quickly as possible. However, some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, a complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### **Final Stage**

If a complainant is not satisfied with the subsequent reply from LSLS Centre Manager (Rehan Syed), then they have the option to contact the relevant Awarding Organisation with regards to their complaint. The Awarding Organisation will undertake an investigation into any complaints received, in line with their own Complaints Policy. The contact details for this can be availed from the website of the relevant Awarding Organisation. The relevant Awarding Organisation will investigate any complaints made in line with their Complaints Policy.