

**Policy No: LIEURAPP22006**

## **Policy Name: Concerns, Complaints and Compliments Policy**

### **1.0 Background**

The Policy and its associated procedures are designed to define the business's open approach to praise and criticism of the full range of services it provides and to describe the procedures for reporting them.

This policy covers comments arising in relation to any of our services, except those concerned with academic appeals, for which there is a separate Academic Appeals Policy.

### **2.0 Scope**

This Complaints Procedure is designed to ensure LI Europe's complaint handling processes and practises are accessible, clear, and fair to all parties.

The Procedure covers all clients and apprentices who are in receipt of LI Europe services.

### **3.0 What is a Complaint?**

For the purpose of this procedure, a complaint is described as an expression of dissatisfaction or concern either by a student, their representative or another third party, whether oral or written, and whether justified or not, about the conduct, standard of service, actions, or lack of action by the business, its partners, or its staff.

#### **3.1 Who can make a Complaint?**

LI Europe strives to provide the best quality learning and services to meet or exceed the expectations of our learners and users. The business promotes a culture that is responsive to feedback, whether complimentary or critical as defined in our value of "Continual Improvement" and "Customer Focus". Comments about our services are actively encouraged and acknowledged as a valuable source of information that we can evaluate and use to improve the quality of provision to learners, clients, and partners/stakeholders. All learners and clients can bring their concerns to the attention of the business either informally or formally.

Students who have recently left a course can only raise issues of complaint within 12 weeks of the end of their studies. Any complaint raised after this period of time will only be investigated at the discretion of the business.

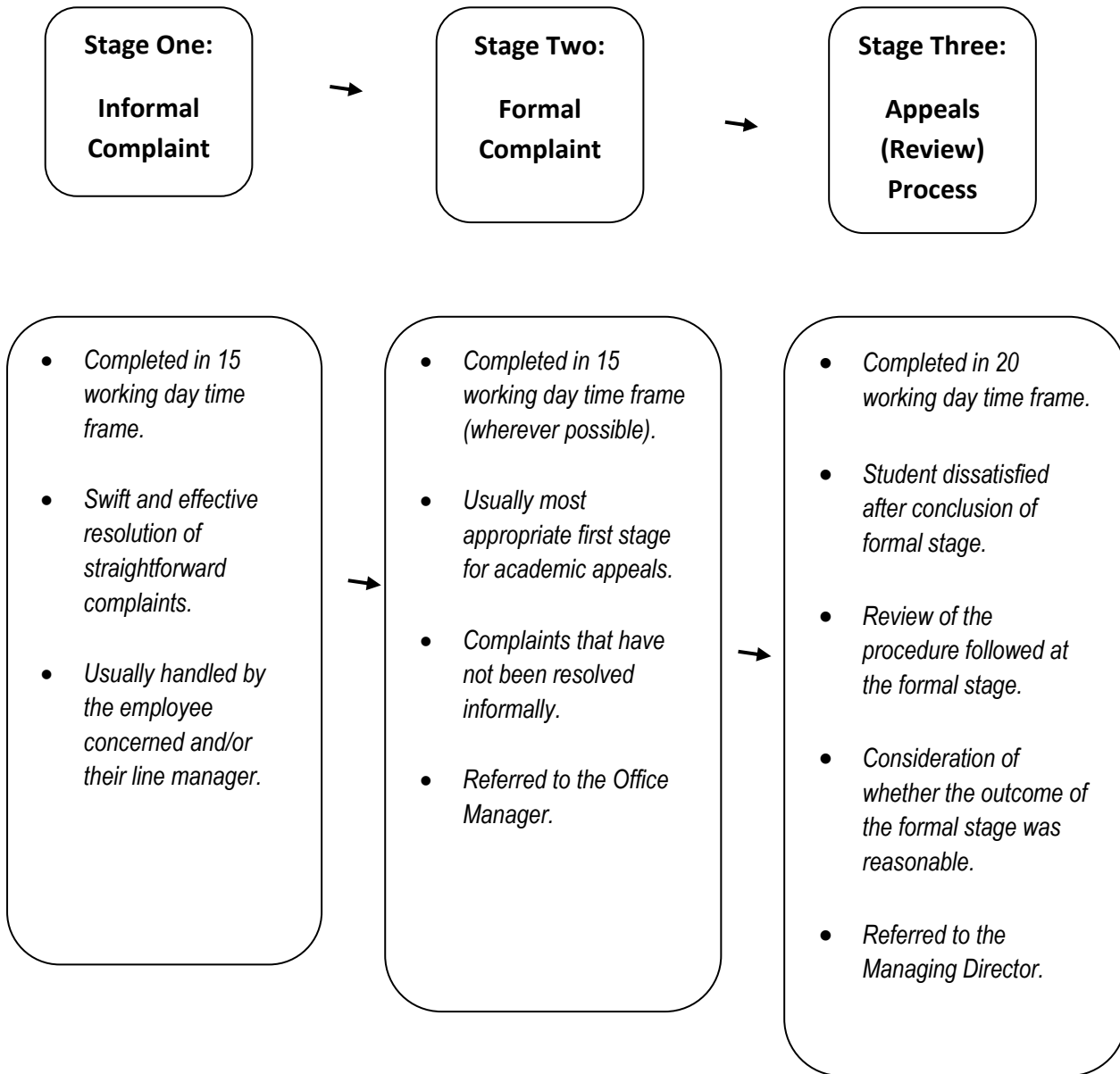
#### **3.2 Anonymous Complaints**

Complaints received anonymously will be investigated but LI Europe, however due to the origin of the complaint, LI Europe will be unable to communicate the outcome.

#### **3.3 Complaints made by staff**

Some complaints made by staff may be recognised as Grievance and in these instances staff members will be referred to the Grievance Procedure.

**4.0 The Complaints Process**



**4.1 Stage 1 (Informal Complaint Resolution)**

- In the first instance, complainants are encouraged to resolve the matter informally with the appropriate member/s of staff and/or their line Manager.
- The purpose of informal resolution is to attempt to resolve as quickly as possible concerns which are straightforward and require little or no investigation. Concerns raised at this stage can be handled by a face-to-face discussion between the complainant and the staff member and/or their line Manager
- If a complaint is not resolved at this stage, the complainant will be advised to progress their complaint through LI Europe formal complaints procedure (Stage 2).

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4.2 Stage 2 (Formal Complaint)

In the first instance complainants are strongly encouraged to resolve the matter informally with appropriate member/s of staff and/or their line Manager.

If a complaint is not resolved informally, the complainant should be advised to progress their complaint through the formal complaint's procedure.

This should normally be done either by letter, telephone, or email. Please ensure your own contact details are clear including a full name, email address, and contact telephone. Address any correspondence to Cheryl Audsley, Office Manager, LI Europe, The Stables, Newby Hall, Ripon, HG4 5AE, Telephone +44 (0) 1423 228 512.

In all cases a formal complaint will be recorded and acknowledged in writing, where possible, within 3 working days. The acknowledgement will give the complainant the name of a contact person who will coordinate the handling of the complaint.

The Office Manager will investigate the complaint. All formal complaints will be resolved within 15 working days of the receipt of the formal complaint or if this is not possible, the complainant will be advised on the progress made to address their concerns.

Upon completion of the investigation into the complaint, the Office Manager will notify the complainant in writing of the outcome. If at this point the complainant feels their complaint has not been addressed to their satisfaction, they can refer the complaint to the Company Director for further consideration. This is the Appeal Stage 3.

4.3 Stage 3 Appeals (Review) Process

If the complainant is not satisfied with the conclusion of the formal complaint, the complainant can write to Jeremy Praud, Company Director, LI Europe, The Stables, Newby Hall, Ripon, HG4 5AE, Telephone +44 (0) 1423 228 512.

Any such Appeal request from the complainant should list:

- The reason(s) for the Appeal.
- What outcome the complainant is seeking.
- Any material evidence that wasn't available/considered when the matter was being investigated.

The Company Director will investigate the way in which the complaint was handled. The complainant's letter to the Director will be acknowledged in writing within 3 working days and a written response sent to the complainant as quickly as possible, normally within 20 working days of receipt of the complainant's letter.

If the complainant moves the matter to Appeal Stage 3 and would prefer to telephone or meet the Director in person, please contact the above telephone number to make the necessary arrangements for the complainant to meet or speak to them.

The Director will normally be asked to review the investigation and respond. The Appeal will not consider the issues afresh or involve a further investigation. A complaint must have been considered at the formal stage before it can be escalated.

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#### 4.4 Closing the Complaint at the Appeals Stage

If the Appeal is not upheld, the outcome of the appeal will be communicated to the complainant in writing as soon as possible within 20 working days. This letter will include a clear explanation and outline of the reasons for the decision.

Where the appeal is upheld, and the complaint is found to be justified, the business will explain in the response, giving an apology and the remedial action it intends to take. All complaints are logged centrally by the business and reviewed on an annual basis by the Senior Executive team to confirm what corrective action was taken that will:

- Identify the root cause of complaints.
- Allow actions to be taken to reduce the chance of problems reoccurring.
- Allow details of corrective actions to be recorded for ongoing review.
- Allow formal reviews of complaints as a whole to improve performance.

#### 5.0 Related Policies

LIEURAPP22001 – Apprenticeship Continuity Plan

LIEURAPP22002 – Equality and Diversity Policy

LIEURAPP22003 – Safeguarding Adults Policy

LIEURAPP22004 – Prevent Duty Policy

LIEURAPP22005 – Health & Safety Policy

LIEURAPP22006 – Concerns, Complaints and Compliments Policy

LIEURAPP22007 – Recognition of Prior Learning Policy

LIEURAPP22008 – Quality and High Standards in Apprenticeship Training Policy

LIEURAPP22009 – Employee Professional Development Policy

LIEURAPP22011 – GDPR Policy

LIEURAPP22014 – Safer Recruiter Policy

LIEURAPP22017 – Functional Skills Subcontracting Policy

LIEURAPP22018 – Intervention Policy

LIEURAPP22019 – Plagiarism and Malpractice Policy

LIEURAPP22020 – External Speaker Policy

LIEURAPP22021 – Bullying and Harassment Policy

LIEURAPP22022 – Additional Learning Support Policy

LIEURAPP22023 – Whistleblowing Policy

LIEURAPP22024 – Malpractice in Certification and Assessment Policy

LIEURAPP22025 – Recruitment of Ex-Offenders Policy

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LIEURAPP22026 – Academic Appeals Policy

LIEURAPP22027 – Apprenticeship Code of Conduct

LIEURAPP22028 – Conflict of Interest Policy

Policies are reviewed in January on an annual basis.

Company Director \_\_\_\_\_ Date \_\_\_\_\_