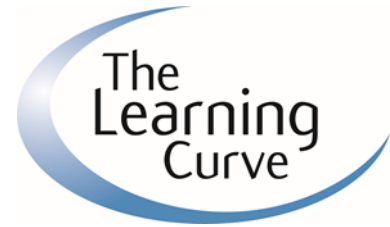


# COMPLAINTS

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## Complaints Policy

### Purpose / Scope

Learning Curve (Development) Ltd is committed to providing high-quality service and achieving the highest standards of support for all learners and stakeholders in an environment in which constructive complaints are valued and contribute to a positive experience for all.

This policy is designed to encourage prompt resolution of complaints and applies to all complaints made by all stakeholders, which includes learners, learner's employers and sponsors, tutors, other members of staff as well as any other external stakeholders.

Learning Curve (Development) Ltd aim to ensure that:

- Making a complaint is as simple as possible
- Every complaint is dealt with promptly, politely and professionally
- Complaints are responded to in the right way, for instance with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- We learn from complaints and use them to improve our service

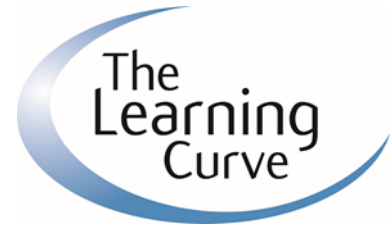
### Policy Statement

Learning Curve (Development) Ltd is committed to treating all valid complaints seriously and assessing them thoroughly. A complaint can be defined as an expression of dissatisfaction by an individual or a group of individuals about the standard of a service, action or lack of action by or on behalf of an organisation. A complaint may relate to:

- The quality and standard of service offered
- Failure to provide a service that is agreed or promised
- The quality of learning resources
- Treatment by, or attitude of a, member of staff, learner, contractor or any other stakeholder
- Inappropriate behaviour by a member of staff, learner, contractor or any other stakeholder
- Failure by Learning Curve (Development) Ltd to follow an appropriate administrative process
- Dissatisfaction with the company's policies or procedures

Learning Curve (Development) Ltd reserves the right to:

- Conduct an initial investigation into a complaint but to decline to consider it if it is deemed to be vexatious or where irrational demands are made or where the complainant is unreasonably persistent
- Refuse to deal with a complainant who takes an overly aggressive or abusive approach towards any member of staff



## **Procedure**

Complaints should be raised as soon as problems arise to enable prompt investigation and swift resolution.

All complaints will be recorded so that the data can be used for analysis and management reporting. By recording and using complaints information in this way, the causes of complaints can be identified, addressed and, where appropriate, training opportunities can be identified, and improvements made to services offered.

All formal complaints unless about services offered by an external body which then needs to be referred to them, should be investigated and a response sent to the complainant within 10 working days.

Complaints should be made in writing by post or email to Learning Curve (Development) Ltd. Contact details are available on our website <https://www.learningcurvedevelopment.co.uk/>.

Once a complaint is received, it will be referred to the relevant department for investigation and follow up with the complainant.

Complaints will be dealt with by any member of the relevant team to which it is referred at first instance, depending on the nature of the complaint.

Serious complaints regarding the quality of service offered by Learning Curve (Development) Ltd may be referred to a Director.

### **Complaints involving other organisations/contractors**

Complaints relating to services offered in conjunction with Learning Curve (Development) Ltd and other external stakeholders (including suppliers, contractors, awarding organisations or any other entity with which Learning Curve (Development) Ltd have a business relationship), will be considered based on the merit of the complaint.

Complaints relating to services provided by the external body will either be referred to the relevant officer or department within the organisation or dealt with by Learning Curve (Development) Ltd depending on the nature of the complaint.

The complainant will be informed of which department is dealing with the complaint and given any relevant contact details. Collaboration may be required between Learning Curve (Development) Ltd and the relevant department at the external body to ensure that the complaint is successfully addressed and resolved.