



## **Quality Assurance System**

### **PP02 - Policy and procedure for dealing with Learner complaints**

Rev 1.0

## Policy and procedure for Dealing with Learner complaints

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<b>Responsibility for Review</b>	Programme Co-Ordinator	<b>Date of withdrawal obsolete document</b>	

### Amendment History:

Date	Revision Number	Details of amendment
	1.0	New Document

**Purpose:**

To ensure that Learners are aware of their right to complain either formally or informally and that the process of making a complaint is clear and transparent to all.

To implement the process in a fair and impartial manner neither advantaging or disadvantaging the Learner or other Learners.

**Scope:**

All LASNTG Learners and Trainers

**Definitions/Acronyms:**

- A complaint is defined as any communication, formal or informal, that is received by any member of staff in relation to any aspect of the delivery of training Programmes.
- The complaint can come from any source associated with the delivery of the training Programmes.

**Authorities/Responsibilities**

Function	Activities
RTC Manager	<ul style="list-style-type: none"> <li>• Register complaint</li> <li>• Review complaints</li> <li>• Assess the content</li> <li>• Address locally if possible</li> <li>• Seek advice from Programme Coordinator if needed</li> <li>• Refer to higher authority where appropriate</li> <li>• Document decisions</li> <li>• Communicate with complainant and/or employer</li> <li>• Maintain the Complaints Register</li> </ul>
Programme Coordinator	<ul style="list-style-type: none"> <li>• Provide support and advice to RTC Manager when requested</li> </ul>
Trainers	<ul style="list-style-type: none"> <li>• Engage with RTC Manager, where issue can be addressed locally</li> </ul>
QA Team	<ul style="list-style-type: none"> <li>• Review Complaints Register at each QA Team meeting</li> </ul>

**Procedure**

A Learner who feels that they have been treated unfairly and not in accordance with the LASTNG Quality Assurance Manual can make a complaint.

Learners are informed about the right to complain at Induction and in the Learner Handbook.

Learners are given the RTC Manager's contact details on course commencement. Details of the category of complaint are set out in the Learner Handbook, and advice as to the appropriate action that the Learner may take.

Where the complaint is of a local matter the RTC Manager makes every effort to resolve a complaint at this stage. If a Learner is not satisfied with the outcome at this point, they can make a formal complaint through their employer.

Formal complaints should be made by the employer in writing or by email using the LASNTG official complaint form. Copies of the complaint form can be obtained from the LASNTG website or can be e-mailed to the employer on request.

#### Timeline for Response to a Complaint

The RTC Manager will acknowledge the complaint within 5 working days and issue a full response no later than 28 days of receipt of the formal complaint (if possible). Complainants will be advised if there are any deviation to this timescale and will be kept informed of progress.

Complaints will fall in to either one of two categories,

1. Complaints about the service a trainee has received while attending a training course or about the facilities provided; or
2. Complaints that deal with allegations of harassment, offensive or unreasonable behaviour, and bullying.

The RTC Manager decides on the response to complaints that fall in to category 1.

Category 2 complaints are referred to the employer who, in turn, engages with the RTC Manager. This will be addressed by the Manager in accordance with the Dignity at Work and Grievance and Disciplinary policy of the host Local Authority and complainant's employer.

The use of the LASNTG complaints process does not preclude a Learner from using other external offices to deal with the complaint e.g. Office of the Ombudsman etc.

#### Supporting Documents

- LASTNG Quality Assurance Manual
- Complaints Form
- Complaints Register

#### Reference Documents

#### Metrics

- Number of complaints
- Number of satisfactory resolutions
- Number of disputes

### Flow Chart Complaints Procedure for Learners

