

Procedure Title	Dealing with Learner Complaints
Associated Policy	CG7 Learner Supports
Version number & adoption date	V2 January 2022
Document owner	Education Coordinator
Review Date	+ 1 year

Purpose
<ul style="list-style-type: none"> To establish a procedure for the fair, impartial and timely processing of learner complaints To ensure issues raised are recorded and reviewed as part of the evaluation process

Scope
Applies to all learners

Steps for Implementation
<p>We let learners know about the complaints process, their right to complain and how to submit a complaint in the Learner Handbook, at induction, on our Learning Management System and on our website.</p> <ol style="list-style-type: none"> We advise learners to raise an issue with their tutor in the first instance (unless the issue relates to the tutor in which case with the Lead Tutor or Education Coordinator) by phone, email or at a face-to-face/virtual meeting, who will discuss it with them and attempt to resolve it informally. The tutor records the details if s/he regards the complaint as significant. If the issue cannot be resolved informally, the learner can submit the complaint in writing to the Education Coordinator, using the <u>Complaints Form</u> which is available on the Learning Management System, who will investigate and outline a course of action and respond in writing to the learner within ten working days of receipt of the complaint. The Education Coordinator records details on the learner record and in the <u>Complaints Register</u>. If the learner is not satisfied with the action taken by the Education Coordinator, or if the Education Coordinator deems the complaint to be serious (such as a safeguarding issue), s/he escalates the complaint to the Education Board who appoints an independent person to investigate, outline a course of action and respond within ten working days. The decision of the independent person is final, and their report is recorded on the learner record and in the Complaints Register. If the independent person's report is discussed at the Education Board, the Education Coordinator recuses themselves from the discussion to avoid any conflict of interest.

Supporting Documents
<u>Complaints Form</u> <u>Complaints Register</u>