COMPLAINTS POLICY

Contents

Version Control 2
Summary of Changes ..... **Error! Bookmark not defined.**
Purpose 3
Scope 3
Policy Ownership 3
Related Documentation 4
Implementation 4
Use of Data in Complaints Process 4
Procedure – Learners, Employers, Visitors, Parents, and Partners 4
Stage 1 (“On-the-spot “resolutions) 5
Stage 2 5
Stage 3 5
Stage 4 – Appeals 6
If the complainant or learner is unsatisfied with LearnTech’s decision or handling of a complaint 6

Version Control

Version	Date	Editor	Comments
V2	November 2020	Katie Fowler	Updates to original policy (First time version control applied)
V3	February 2022	Katie Fowler	Annual Policy Review
V4	February 2022	Katie Fowler	Following feedback from external consultant
V5	February 2023	Lisa Entwistle	Rebranded to LearnTech
V7	April 2024	Debbie Wilson	Annual Policy Review
V8	April 2025	Cheryl Pine Erin Meacher	Changes from ESFA to DfE, added IfATE structure.
V9	November 2026	Katie Fowler	Policy refresh

Policy Review Schedule	Change reviews every 3 months as part of Policy Steering Committee Full review every 24 months.
Next Review Date	November 2027

Purpose

LearnTech is committed to providing the best possible service to all its learners, visitors, parents, and partners. We respect that all parties are entitled to have complaints listened to and addressed. As such, LearnTech will respond quickly and effectively to any complaints raised. These procedures are primarily for the use of learners, but they also exist to serve visitors, parents, and partners who have permitted the use of LearnTech services.

In any case of a complaint, appropriate procedures should be followed. Complaints reports are prepared regularly to review trends by cause, site, ethnicity, disability, or any other protected characteristic. These reports are submitted to the Board where required.

An investigator, assigned to any complaint, will review any systems relating to the complaint and recommend changes that would prevent a recurrence of similar complaints. These recommendations will be included in quality improvement reports and self-assessment reports for the organisation. They will also be shared with relevant managers, for action and/or to feed their self-assessment process.

Scope

This policy applies to all service users of LearnTech including but not limited to employers, apprentices, and parents, and can be provided on request.

For the purpose of this policy, a complaint will be defined as the following: *"An expression of dissatisfaction or grievance".*

Policy Ownership

Policy Owner: Chris Brown

This policy has been approved by the Policy Steering Committee and the Board of Directors. Any changes to this policy must follow the LearnTech change control process for policy governance and any requests for change will be reviewed as required and in line with policy governance processes. Full policy review will be completed every 24 months.

All LearnTech staff are responsible for adhering to this policy. Leaders and managers are responsible for its implementation.

Related Documentation

This policy should read in conjunction with:

- Assessment Appeals Policy
- Malpractice Policy

Implementation

LearnTech will:

- Investigate complaints thoroughly and objectively, and they will be regularly monitored by senior management and reported to the Board.
- Aim to reach an outcome or decision within **ten** working days following a complaint; however, some difficult to resolve complaints may take longer.
- Contact the complainant to advise if the investigation is likely to take more than ten working days, and we will keep them informed throughout the process.
- Aims to communicate the outcomes or decisions to the complainant within fifteen working days, after a complaint has been escalated.
- Ensure that learners will not be treated less favourably following their complaint. If evidence is found that a complainant has been discriminated against because they made a complaint formal, staff disciplinary procedures will be followed.
- Identify actions taken because of a complaint to improve and develop services.

Use of Data in Complaints Process

Complaints are raised with the appropriate trainer or mentor and managers. These parties may need access to sensitive personal information (under the Data Protection Act) to come to a sound and fair conclusion. All personal details will be used appropriately and sensitively. Sensitive information will only be shared with those involved as part of the investigation process.

Procedure – Learners, Employers, Visitors, Parents, and Partners

Formal complaints can be made in the following ways:

Complaints are to be for the attention of: Head of Operations and Quality

By telephone – 0333 014 8260

By email – info@learn-tech.com or c.brown@learn-tech.com directly.

We do not accept posted, written complaints. Written complaints must be submitted by email.

The written complaint should contain as much detail as possible, including:

- The full name of the complainant.
- The programme being undertaken

- The nature of the complaint
- Any supporting information and documentation

If you disagree with an assessment decision made by your trainer/assessor or wish to make a complaint, please follow the assessment appeals procedure, which is a separate policy. This can be accessed through our website: https://learn-tech.com/policies/ .

There are 3 stages in the complaint's procedure, and each stage must be fully completed before proceeding to the next one. You are advised to keep copies of all the documents used in the complaint's procedure.

Stage 1 ("On-the-spot "resolutions)

- If you are still completing your course, you must first contact your trainer or mentor, who will ensure that your concerns are dealt with fairly and quickly.
- You should raise your concerns within 7 days of the incident in question, if this is possible. Your trainer or mentor will fully investigate your concerns and address them accordingly.
- If your complaint is about your trainer or mentor and it would be inappropriate to discuss the matter with them, you may begin with Stage 2.

Stage 2

- If you are not satisfied with the outcome of stage 1 or if you are no longer on your course, please contact the LearnTech management team on 0333 014 8260 or email info@learn-tech.com, or c.brown@learn-tech.com, where your concerns will be investigated.
- A response will be sent to you within 10 working days.

Stage 3

- If you are not satisfied with the outcome of Stage 2, you will need to write to the management team at info@learn-tech.com.
- An investigation lead will be allocated within 2 working days of receiving your formal complaint. You are likely, at this stage, to be requested to substantiate any complaints or allegations with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the complaint.
- The administrative department will monitor the progress of the complaint until the issue has been resolved. A response to your complaint/appeal will be sent to you within 28 days.
- The investigator will also review any systems relevant to the complaint, to identify and recommend changes that would prevent a recurrence of similar complaints (preventative action). These recommendations should be included in the action and tracking form.
- The investigator may take advice from other internal and external agencies, as appropriate, in investigating the complaint.

Stage 4 – Appeals

- The complainant may appeal against a decision if they regard the complaint as still unresolved.
- The complainant should appeal in writing to the Head of Operations & Quality , within 15 working days from the date that the final response was sent by LearnTech.
- The letter of appeal must indicate what the complainant's reasons are for appealing against the investigator's conclusions.
- The Head of Operations & Quality will review the documentation via an appeals panel, if necessary.
- This review will consider whether the investigation has been fair, sufficiently thorough, and proportionate in its judgements.
- It will not involve a re-hearing of the complaint or a meeting with the complainant unless the investigation is found to have been unsatisfactory and further investigatory work is required.
- The decision of the Head of Operations & Quality/ complaints panel will be sent to the complainant within 15 working days.

If the complainant or learner is unsatisfied with LearnTech's decision or handling of a complaint

They can escalate issues to the Department for Education (DfE), which now manages all functions previously undertaken by the Education and Skills Funding Agency (ESFA). Complaints about apprenticeship training provision should be directed through the following channel:

DfE through the apprenticeship helpdesk: on 08000 150 600 or email helpdesk@manage-apprenticeships.service.gov.uk

They can appeal to the awarding body following their complaints/appeals process. Further information regarding the awarding body complaints/appeals process can be requested from your assigned investigator or can be accessed through our website: https://learn-tech.com/policies/

If a learner is still unsatisfied with the final decision made by the awarding body, they can escalate their complaint or make an appeal to Ofqual, the qualifications regulator, whose decision will be final.

If the complaint relates to the content or structure of an apprenticeship standard or its end-point assessment, and it has not been resolved via LearnTech, the awarding body, or Ofqual, the matter can be raised with the **Skills England.** While Skills England does not resolve individual complaints, they may investigate systemic concerns about the development or delivery of apprenticeship standards. Visit https://skillsengland.education.gov.uk/further information.

These processes should only be followed once all stages of LearnTech's complaints and appeals processes have been exhausted.

If you require an electronic copy of the complaint/appeals form or require the document in alternative formats, such as braille/large print, please email send@learn-tech.com .


LearnTech