

# Procedure for dealing with complaints about Learning Innovations

## Key Principles

Learning Innovations will be receptive to genuine expressions of dissatisfaction. Complaints will be dealt with promptly, fairly and proportionately. Learning Innovations will seek to learn from complaints that are upheld and make changes where necessary. Action taken as a result of complaints will help to improve the quality of Learning Innovations' administration. In dealing with complaints, Learning Innovations will take account of its duty to promote equality and diversity.

**Who will investigate:** Complaints are investigated by Learning Innovations. Complaints should be made in writing to the Director, Learning Innovations, Suite 12 McCarthy's Business Centre, Education Road Leeds LS7 2AL or by email to [jay@learninginnovations.co.uk](mailto:jay@learninginnovations.co.uk)

Learning Innovations will not usually investigate complaints more than three months after the decision or action was taken.

Learning Innovations reserves the right not to investigate complaints considered to be vexatious or malicious.

**On receipt of a complaint** in writing Learning Innovations will:

- check that the matter is one which can be investigated
- check if the decision or action complained about occurred more than three months ago. Where this is the case Learning Innovations will not normally investigate, unless the complainant has good reason for the delay in making the complaint;
- determine who should carry out the investigation.

**Within five working days** of receipt of a complaint in writing, by email or fax, Learning Innovations will acknowledge receipt and send a copy of this procedure to the complainant.

The complainant will be told whether the complaint is one which Learning Innovations will investigate and whether Learning Innovations or someone else appointed by Learning Innovations will investigate the complaint.

**Within 10 working days** of receiving the complaint, Learning Innovations will prepare a summary of the complaint. The summary will be sent to the complainant for approval.

The complainant will be given five working days to provide any response to the summary of complaint and Learning Innovations will consider any response from the complainant and, if appropriate, amend the summary of complaint.

Learning Innovations will be asked to provide within 10 working days:

- a response to the summary of complaint
- copies of all correspondence and other documentation relating to the matter being complained about

If Learning Innovations cannot resolve the position on the information available, he or she shall arrange for the complainant and any other person to be contacted to obtain such further information as is required. If necessary, Learning Innovations can arrange to meet with the complainant.

**All investigations into a complaint will normally be completed within 25 working days of agreeing a summary with the complainant.** If an investigation will take longer than this then Learning Innovations will inform the complainant, setting out an explanation and revised timetable for a response.

Once a provisional decision has been made in relation to the complaint, Learning Innovations will finalise the response and consider what steps will be taken to respond to any aspects of the complaint which have been upheld, with regard to the key principles set out above.

**A final response will be sent to the complainant within ten working days**, together with details of any action to be taken. If the complainant still wishes to escalate the complaint to the Education and Skills Funding Agency they can do so how through the apprenticeship helpdesk on 08000 150400 or email [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)) if they are not satisfied with the outcome of their complaint.

## **Complaints about non-compliance with the Freedom of Information Act 2000 or the Data Protection:**

To the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 01625 535 745 or email [data@dataprotection.gov.uk](mailto:data@dataprotection.gov.uk) More information at [www.dataprotection.gov.uk/index.htm](http://www.dataprotection.gov.uk/index.htm) It is a matter for the Commissioner as to whether your complaint will be investigated.