**Complaints Policy**

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| Version 1.0 | March 2018 | Judith Wayne | March 2019 |
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At Simply One Stop Ltd t/a Learn Plus Us, we want to provide you with an outstanding educational experience and an excellent service. One of the ways in which we can improve what we do is by listening to you and responding to your views. Simply One Stop Ltd t/a Learn Plus Us values the feedback that students provide, and complaints are monitored, evaluated and reported to Simply One Stop Ltd t/a Learn Plus Us’ senior management team and annually to the Board of Directors. We aim to resolve your concerns quickly.

The Complaints Procedure and Feedback Form are available online at www.learnplusus.co.uk. Copies are also available in the Reception or on request from your Tutor/Learning Support Mentor.

We aim to provide you with any guidance and support you may need to complete our complaints procedure. If you need any help, please email, info@learnplusus.co.uk

**Introduction  
What is a Complaint?** A complaint is an expression of dissatisfaction about an aspect of a service or facility provided by Simply One Stop Ltd t/a Learn Plus Us to enrolled students.

**Who can make a Complaint**?

* Students who are currently enrolled on a course/programme/activity at Simply One Stop Ltd t/a Learn Plus Us.
* Parents and guardians of 16-18 year old students and vulnerable adults enrolled at Simply One Stop Ltd t/a Learn Plus Us as students insofar as their complaint relates to a service or facility provided by Simply One Stop Ltd t/a Learn Plus Us
* Employers who have employees enrolled on a course/programme/activity at Simply One Stop Ltd t/a Learn Plus Us insofar as the complaint relates to a service or facility provided by Simply One Stop Ltd t/a Learn Plus Us.
* Members of the public insofar as their complaint relates to a service or facility provided by Simply One Stop Ltd t/a Learn Plus Us.

We would not normally accept a complaint from:

* Ex-students unless the complaint is received by Simply One Stop Ltd t/a Learn Plus Us within four weeks of the end date of the course.
* An anonymous source.
* Third parties on behalf of 19+ students e.g. parents / guardians / employers of adult students.
* Any person who has not enrolled on a programme of learning provided by us.

Adult students are expected to bring their complaints themselves.

Simply One Stop Ltd t/a Learn Plus Us has the right not to accept complaints (e.g. where a complaint is judged by the Managing Director to be frivolous, vexatious or malicious).

Separate procedures exist for the following:

* Academic appeals relating to assessment decisions covered by Simply One Stop Ltd t/a Learn Plus Us’ Assessment Appeals Procedure.
* Disciplinary issues covered by Simply One Stop Ltd t/a Learn Plus Us ‘ Learning and Behaviour Policy.

**Complaints Procedure**

**Stage 1- Informal Complaints Procedure:** If you are a student of Simply One Stop Ltd t/a Learn Plus Us, you should in the first instance raise any concerns with your Tutor/Learning Support Mentor. If the concern is about your Tutor/Learning Support Mentor, you should raise your concern with the Director of Operations & Quality. Simply One Stop Ltd t/a Learn Plus Us aims to resolve the issues you raise within 10 working days.

**Stage 2 – Formal Complaints Procedure:** If your complaint has not been resolved using the informal complaints procedure, or if it is inappropriate to use the informal procedure because the complaint is of a serious nature, you may make a formal complaint. Your complaint may be referred back to the informal complaints procedure if you skipped that stage without due consideration.

**How to make a formal complaint:** Formal complaints must be made in writing via email to [complaints@learnplusus.co.uk](mailto:complaints@learnplusus.co.uk) or by letter addressed to:

Director of Operations & Quality

Simply One Stop Ltd t/a Learn Plus Us

65 Colney Hatch Lane,

London,

N10 1LR

Your written complaint should include clear detailed reasons for your complaint, an indication of the resolution or outcome you seek, and copies of any documents upon which you wish to rely.

The Director of Operations & Quality administers the formal complaints process and will acknowledge, monitor and respond to your complaint in writing.

Simply One Stop Ltd t/a Learn Plus Us aims to acknowledge, investigate and report on the outcome of your formal complaint and any resulting action within 20 working days of receipt of your complaint. These timescales may be extended by Simply One Stop Ltd t/a Learn Plus Us in certain circumstances e.g. where the issues raised by a complaint are serious ones or to take account of holidays.

You can normally expect:

**Complaint acknowledgement:** Your complaint to be acknowledged within 3 working days of receipt of the complaint by Simply One Stop Ltd t/a Learn Plus Us.

**Complaint investigation, outcome and action:** An investigation of your complaint will be undertaken usually the Director of Operations & Quality or Head of Department. Simply One Stop Ltd t/a Learn Plus Us’ manager may in his/her discretion meet with you to discuss the complaint, your concerns and the resolution or outcome you seek. Simply One Stop Ltd t/a Learn Plus Us’ manager may also meet with other individuals as part of the investigation if appropriate e.g. individuals who may be witnesses. Simply One Stop Ltd t/a Learn Plus Us manager will reach a decision about your complaint and report the outcome and any resulting action to the Director of Operations & Quality.

Simply One Stop Ltd t/a Learn Plus Us aims to complete this stage within 15 working days of receipt of your complaint.

**Complaint response:** Simply One Stop Ltd t/a Learn Plus Us aims to provide a written response to you within 20 working days of receipt of your complaint. The Director of Operations & Quality will inform you of the outcome of your complaint and any resulting action. If after 10 days of getting a response from the Director of Operations & Quality, you do not request for a review, a Completion of Procedures letter will be sent to you to close the matter.

**Stage 3 - Review of Formal Complaints:** Simply One Stop Ltd t/a Learn Plus Us aims to investigate and resolve all complaints in a fair and reasonable manner. If you are not satisfied with the outcome or any action taken relating to your formal complaint you have the right to request a Review on one or more of the following grounds:

New material evidence has come to light which was not reasonably available at the time of the complaint investigation

You believe the outcome of the complaint was manifestly unreasonable and/or any resulting action was disproportionate

The complaints procedure was not followed.

If you wish to request a Review you should do so in writing within 10 working days of the date of Simply One Stop Ltd t/a Learn Plus Us’ written response to your complaint.

You must explain clearly the reasons for your request for a Review including the grounds upon which it is based and enclose copies of all the documents you wish to rely upon.

You can normally expect:

* Complaint acknowledgement: Simply One Stop Ltd t/a Learn Plus Us’ Manager Director will acknowledge your review request within 3 working days of receiving it.
* **Complaint review and action**: Simply One Stop Ltd t/a Learn Plus Us’ Managing Director will consider your request for a Review and determine whether it meets one or more of the grounds stated above.
* If your request for a Review does not meet one or more of the grounds for review, the complaint outcome will not be reviewed. A Completion of Procedures notification will be sent to you to close the matter.
* If Simply One Stop Ltd t/a Learn Plus Us’ Managing Director, determines that your case needs to be reviewed, you will be notified what the Review will involve, including timelines. This may include speaking with relevant individuals and/or looking at relevant documentation. You may be asked to attend a meeting to discuss your complaint. Again, you may not bring legal representation with you to this meeting if it is to occur but you may bring a friend, relative or representative to accompany you.
* You will receive notification about the Review arrangements or Completion of Procedures within 10 working days of receipt of the Review request.

**Review outcome:** The outcome of a Review will be either to:

Uphold the complaint outcome and/or any action.

Substitute an alternative outcome and/or action.

You will be informed in writing of the outcome of the Review normally within 5 working days of it being decided upon. The decision of the Managing Director is final and Simply One Stop Ltd t/a Learn Plus Us will not consider your complaint further. The Review outcome will be contained in a Completion of Procedures notification.

**External Agencies**

Following the conclusion of a Review and the receipt of a Completion of Procedures letter, you may be able to take the matter further with the Education and Skills Funding Agency (ESFA) (www.esfa.gov.uk).