

# Complaints Policy and Procedures

Document Version	Date	Policy Author(s)	Review Date
Version 1.0	March 2018	Judith Wayne	March 2019
Version 2.0	February 2019	Judith Wayne & Victor Stephenson-Henshaw	February 2020
Version 3.0	February 2020	Judith Wayne & Victor Stephenson-Henshaw	February 2021
Version 4.0	July 2021	Debbie Gardiner MBE	July 2022
Version 4.1	August 2021	Debbie Gardiner MBE	July 2022
Version 5.0	August 2022	Debbie Gardiner MBE	August 2023

Signed:



Printed Name:

Stephen Smith

Job Title:

Managing Director

Date:

11<sup>th</sup> August 2022

Learn Plus Us is a trading name of Simply One Stop Ltd

VAT No: 680814328 | Company Registration No: 4684239 | Sterling House, 97 Lichfield Street, Tamworth, England, B79 7QF

1

## Introduction

At Simply One Stop Ltd t/a Learn Plus Us (LPU), 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. We value the feedback that apprentices, learners and employers provide. Complaints are monitored, evaluated and reported to senior management team and annually to the Board of Directors. We aim to resolve your concerns quickly.

The Complaints Policy and Procedure can be found on our website in the 'policies' section and for employees it can be accessed from Breath our HR system.

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, [complaints@learnplusus.co.uk](mailto:complaints@learnplusus.co.uk). This email in-box is checked on a daily basis by the MIS and Contracts Manager, who is part of the Senior Management Team (SMT) and the person who manages and co-ordinates all external complaints.

## 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.

If you have a concern that relates directly to your accredited qualification please refer to our Appeals Policy and Procedure; these aren't covered under the Complaints Policy and Procedures.

## Who can make a Complaint?

- Apprentices and learners who are currently enrolled or waiting to be enrolled on a course / programme / learning activity.
- Parents and guardians of 16–18 year old apprentices, learners and vulnerable adults enrolled on one of our courses (insofar as their complaint relates to a service or facility provided by us)
- Employers who have employees enrolled or are waiting to have employees enrolled on a course / programme / activity.
- External referral organisations that have made referrals to us.

We would not normally accept a complaint from:

- Ex-apprentices and learners unless the complaint is received within four weeks of the end date of the course or relates to a delayed or missing certificate.
- An anonymous source.
- Third parties on behalf of 19+ apprentices, learners e.g. parents / guardians / employers of adult apprentices and learners.
- Any person who has not enrolled on a programme of learning provided by us.

Adult apprentices, learners are expected to bring their complaints themselves.

We have the right not to accept a complaint, where a complaint is judged by the Managing Director to be frivolous, vexatious or malicious.

A separate policy and procedure exist for the following:

- Academic 'Appeals' relating to assessment decisions, grades, and outcomes.

Please refer to Learn Plus Us' Appeals Policy and Procedure, which you can request from the MIS and Contracts Manager.

## Complaints Procedure

### Stage 1- Informal Complaints Procedure

If you are one of our apprentices or learners, you should in the first instance raise any complaint / concerns with your Tutor. If the complaint / concern is about your Tutor, you should raise your concern with the Curriculum Manager.

If you are an employer, you should in the first instance speak with your local point of contact, which might be the Tutor or a member of the business development team.

If you are from a referral agency or other similar organisation, you should speak to your usual point of contact.

We believe that most concerns can be resolved by having an open and professional conversation and in so doing be resolved very quickly and without the need to follow the further stages of the process. We aim to resolve the issues you raise informally within 5 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 marked 'confidential' and addressed to:

MIS and Contracts Manager  
Learn Plus Us  
Room 221  
North London Business Park  
Oakleigh Road South  
London  
N11 1GN

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 MIS and Contracts Manager will acknowledge receipt of your complaint, monitor the resolution progress, and respond to your complaint in writing.

We will acknowledge receipt of your complaint, investigate the complaint, which may include asking you for clarification of certain points and report on the outcome of your formal complaint and any resulting action within 15 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 by the most appropriate senior manager, manager, or specialist. Our investigating manager may at his/her discretion meet with you to discuss the complaint, your concerns and the resolution or outcome you seek. They may also meet with other individuals as part of the investigation if appropriate e.g. individuals who may be witnesses. The investigating manager will reach a decision about your complaint and report the outcome and any resulting action to the Contracts and MIS Manager and relevant senior manager/manager that are required to act or implement a change.

We aim to complete this stage within 10 working days of receipt of your complaint. If for any reason it is going to take longer, we will inform you such delay, this might be caused by holiday or sick leave or an external factor beyond our control. This statement applies to all stages.

### Complaint response

Simply One Stop Ltd t/a Learn Plus Us aims to provide a written response to you within 15 working days of receipt of your complaint. The Contracts and MIS manager or another senior manager will inform you of the outcome of your complaint and any resulting action. If after 10 days from receipt of our response, you do not request a review, a Completion of Procedures letter will be sent to you to close the matter.

### Stage 3 - Review of Formal Complaints

We aim 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 to Stephen Smith, the Managing Director [stephen@learnplusus.co.uk](mailto:stephen@learnplusus.co.uk) or by letter to the afore mentioned address, within 10 working days of the date of our 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

LPU's Managing 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 the 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.

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.
- Initiate 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](http://www.esfa.gov.uk)).