

## COMPLAINTS AND QUERIES

- 1.1 At LBTC are committed to providing a high-quality Service, however we acknowledge that sometimes we may not always achieve the standards to which we aspire. If something goes wrong we would like to hear from you, our Delegates and customers, in order to ensure we maintain a high standard of customer service at all times. We will deal with your complaint fairly, efficiently and effectively and where you have been adversely affected by a service that does not meet our standards, we promise to put it right.
- 1.2 We require that a complaint is made promptly. This means that complaints should be raised as an informal or formal complaint within 10 working days of the date of the circumstances giving rise to the complaint. Unfortunately delays in submitting the details may result in LBTC being unable to effectively investigate the complaint.
- 1.3 Our complaints procedure is found at Clause 11.5. Once you have read the policy if you have any queries about our Services or wish to make a complaint, please write to us by email at [contact@LBTC.co.uk](mailto:contact@LBTC.co.uk). Alternatively, please speak to one of our staff at our premises.
- 1.4 If you wish to exercise your legal rights to reject Course Materials you must return them in person to us.
- 1.5 LBTC's Customer Complaints Policy:
  - 1.5.1 This document will apply to Customers (Delegates, associates and employees) who are dissatisfied with the provision of LBTC's Services and wish to make a formal complaint. The procedure may be used by existing and prospective customers.
  - 1.5.2 LBTC constantly seeks to improve Services and aims, therefore, to deal thoroughly, objectively and fairly with any complaint about business services, and to offer an appropriate remedy to anyone who is adversely affected by a Service which fails to meet our standards.
  - 1.5.3 Customers, either individually or collectively, are entitled to raise legitimate complaints and criticisms. LBTC will not penalise anyone for making a legitimate complaint about its Services. This entitlement is balanced by the requirement that the rights are not misused, and that the professional reputation of members of staff are protected. Disciplinary action may be taken if a complaint is shown to be malicious, frivolous, or vexatious.
  - 1.5.4 This is a single complaints procedure to cover different types of Customer complaint or grievance, which can be used to complain about any Service LBTC provides. The list is not exhaustive, but is likely to fall under the following categories: (i) the behaviour of another Customer, i.e. Delegate or member of staff; (ii) complaints arising from your educational experience e.g. poor teaching or supervision; (iii) complaints in respect of academic and/or administrative support or other services.
  - 1.5.5 It is expected that the Complaints Officer is responsible for arranging, recording and ensuring that decisions are conveyed to the Senior Management team. All documentation generated during the complaint procedure will remain confidential and that this will be respected by all parties.
  - 1.5.6 LBTC cannot deal fully with anonymous complaints, as a personal response would no longer be an option. LBTC considers those about whom complaints are being made have the right to know the basis of the complaint and what is being claimed. A copy of relevant documentation will be forwarded to the person who is the subject of the complaint. LBTC will, however, always ensure that the complainant's identity is not disclosed, or implied as the complaint is investigated, without informing the relevant party first.
  - 1.5.7 If the complainant is concerned about revealing their identity, advice may be sought from anyone at the local centre or familiar to the Customer.
  - 1.5.8 Customers are advised to raise the issue informally and ONLY ONCE with the Head of the appropriate Department or any other appropriate individual familiar to the Customer. It is anticipated that the vast majority of complaints will be resolved at this stage. This is the first and preferred method of resolution, without recourse to formal procedures. Informal complaints will be logged by LBTC at this stage which will override any further informal approach made by any other individual subsequent to this.
  - 1.5.9 If, on receiving the response, the Customer considers that: (i) not all the evidence has been considered in reaching a judgment; (ii) the decision you have received is unfair or unlawful; or (iii) despite your complaint being upheld, you have still been disadvantaged;

an appeal can be made in writing to the Complaints Officer for the case to be reconsidered on any of these grounds. Both parties to any complaint have the right to appeal, within seven working days of learning of the outcome of the hearing. Grounds for appeal must include additional evidence to that submitted originally, and should indicate in writing why the response to the complaint is not satisfactory. Taking into account all the previous attempts at resolution, the Senior Management team will make the final decision.

1.5.10 LBTC's Senior Management team has overall responsibility for the complaints procedure. It monitors the complaints and comments received, and the effectiveness of this procedure.

1.5.11 Subject to complaints being dealt with on an individual basis, the Senior Management team will review any common causes or patterns of complaints which emerge.

1.5.12 Informal stage

If you are considering making a complaint, in the first instance you should raise the matter informally with either a member of our staff with whom you feel comfortable. Alternatively you can contact the relevant departmental head, or the CEO. We hope that the majority of complaints are resolved informally without the need to use the formal process.

1.5.13 Formal stage

If by following the informal route, you do not consider a satisfactory outcome has been reached, or if you feel the informal route is not appropriate for your specific complaint, we ask that you follow a formal procedure by providing the following details via our complaints form: Annex 1.

If you are unable to access this form, please contact the Complaints Officer [complaints@LBTC.co.uk](mailto:complaints@LBTC.co.uk) for an alternative version of the form that can be submitted as a hard copy.

You will need to provide: (i) the date on which the problem arose; (ii) the nature of the complaint; (iii) the consequences for you as result; (iv) whether anyone else was affected, or saw what happened; (v) the response you would like from us; and (vi) any supporting evidence.

Please note that certified copies of documents (e.g. medical certificates) may be requested.

Whenever possible please provide your name and contact details with your complaint. It may be difficult for us to satisfactorily deal with complaints where we are unable to give a personal response.

When you have completed the complaints form please email it to [complaints@LBTC.co.uk](mailto:complaints@LBTC.co.uk).

1.5.14 Formal Process

We will acknowledge receipt of your complaint within five working days, together with a copy of this procedure. We will then investigate the complaint. This may involve passing your complaint to the relevant Departmental Head, who will review the complaint to identify the cause, and may conduct an investigation or seek feedback where required from any associated teams, or indeed require further clarification from yourself.

We will respond to you within 14 days of your complaint being acknowledged to let you know in writing with reasons, if your complaint has been upheld or not. If further information is required or we are likely to exceed the 14 days response period you will be informed of the status of your complaint and the period within which we will have completed any investigations.

At any stage during the process you can try and resolve the complaint informally.

1.5.15 Possible Outcomes: (i) complaint not upheld (if the complaint is felt not to be warranted); or (ii) complaint upheld in whole or in part (if the complaint, or part of it, is felt to be fair in any of its elements).

In the event of a complaint being upheld in whole or in part, recommendations will be made in respect of remedial action required. A response may be required from the individuals concerned, within a set time frame.

LBTC will respond by detailing how the complaint has been investigated, the evidence used, the conclusion reached, and, if appropriate, the steps to be taken to resolve the matter. LBTC may not be able to give you the precise redress you asked for, but you will have an opportunity of saying whether or not you are satisfied with the proposals.

## 1.5.16 Appeal Stage

If you are not satisfied that your complaint has been dealt with effectively you should advise us within 28 days of the date of the decision. We ask that you send the following details to rohit@LBTC.co.uk: (i) your original complaint; and (ii) the reasons why you are not satisfied with the outcome.

It will then be escalated to the appropriate member of our senior management team who will provide a written response within 28 days of receipt of the appeal. Please note this will be our final decision on the matter.

If you are not satisfied with our final decision you can refer the complaint to our accrediting body – the British Accreditation Council (BAC), through their complaints procedure: <https://www.the-bac.org/bac-complaints-procedure/>

1.5.17 If you have any questions on our complaints procedure, please contact [complaints@LBTC.co.uk](mailto:complaints@LBTC.co.uk)

## Annex 1

### Formal Complaint Form

#### 1. Complainant Details

- |                         |   |
|-------------------------|---|
| ◆ Title (Mr/Mrs/Other): | ◆ Position:   |
| ◆ Given names:          | ◆ Telephone:  |
| ◆ Surname:              | ◆ Email Address:  |
| ◆ Address:              | ◆ Course:   |
| ◆ Post Code:            | ◆ Date of Circumstances giving rise to the complaint:     |
| ◆ Country:              | ◆ Location of Circumstances giving rise to the complaint: |
| ◆ Company Name:         |   |

#### 2. Informal Complaint

Please provide details below of the actions you have taken in an attempt to resolve the complaint on an informal basis. Please include any documentation or evidence referred to with this form:

#### 3. Formal Complaint

Please provide details of the facts relating to your Formal Complaint. Provide the dates of events, and consequences for you as a result. Please include with this form any documentation or evidence referred to:

#### 4. Documentation/Evidence

Please list the documentation or evidence below that you wish to rely on to support your complaint and ensure it is returned with this form:

#### 5. Outcome or Remedy Sought

Please state what outcome you are seeking in resolution of your complaint:

#### 6. Declaration

I confirm that:

- ◆ I have read the Complaints policy; and
- ◆ The information I have provided is true and correct.

Signature:

Date:

Please complete this form and attach any accompanying documentation and:

- ◆ email it to [complaints@LBTC.co.uk](mailto:complaints@LBTC.co.uk), or
- ◆ post it to: London Business Training and Consulting, One Lyric Square, Hammersmith, London W6 0NB.