

Complaints Procedure



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Person Responsible	Dena Moussa

Complaints Procedure

COMPLAINTS PROCEDURE

London Professional College welcomes feedback from students and other stakeholders. Feedback helps the College to understand the views of people associated with the institution and will be used to further strengthen the quality of provision.

Definition of a complaint at London Professional College

An expression of dissatisfaction not resolved immediately to an individual's satisfaction, about the level, quality or nature of a service provided by our college. This also includes the conduct of staff when delivering the service or issues with the conduct of staff members towards each other.

Making complaints

A complaint can be made in a variety of ways and sometimes this is done directly with the tutor. The issue should be raised as early as possible so that timely action can be taken. The matter may be resolved at this stage and no further action is required. This is regarded as an informal complaint. It may escalate to a formal complaint if it is not satisfactorily resolved at the informal stage.

In cases of a formal complaint, a **complaint form** (a copy is attached to this policy) must be completed. This can be completed by the complainant or on their behalf by a complainant's representative. This form ensures that we collect relevant information in a standard format. The formal complaint should be made in a timely manner and no later than 3 weeks after the problem arises.

Where a student has an issue with an assessment decision, he/she should refer to the Appeals Policy, as it is not covered by the Complaints Policy and Procedure.

Common types of complaint

There can be many different types of complaints. The main categories are:

- Dissatisfaction with replies made to queries or a lack of response in a timely manner.
- Problems with placements in work or voluntary opportunities.
- Problems with the service provided by tutors or assessors
- Problems with other students at teaching sessions which are ignored or not dealt with appropriately by the tutor.

When making a complaint it is important that it is received by the person who can investigate it fully, fairly and take appropriate action. Therefore, the following guidelines should be used.

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Our commitment

The attitudes of staff, misinformation or no information, or not following procedures are all incidents where there could be cause for dissatisfaction with the services we provide. Monitoring and taking appropriate action on complaints such as these are vital to improve the level of service. When people complain there may be a variety of issues that they believe need to be addressed.

Procedure:

1. Complaints may be received via the telephone, email or in person
2. The receiver of the formal complaint and the completed form should contact the Chief Operating Officer/Senior Manager.
3. The complaint will be acknowledged within 2 working days and investigated within the next 10 working days.
4. The Investigating Officer will be a senior member of staff and will not be involved in the matter raised by the complainant. As part of the investigation individuals will be contacted, so that all the relevant information is obtained. The complainant will receive a written communication explaining the outcomes of the investigation and the decision taken.
5. If the complainant is not satisfied with the response from the Investigating Officer, he/she has the right of appeal stating the reasons for the concerns about the outcomes of the investigation. The appeal should be lodged within 5 working days of the original decision.
6. The appeal will be considered by an independent member of staff and a report produced. Their decision is final.
7. Records of the original complaint, the investigation and all communications will be held on file for at least 2 years.

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COMPLAINT FORM

Please use this form if you wish to make a complaint about a service provided by LPC.

Please complete all sections and email it to the Chief Operating Officer/Senior Manager, or the Head of Quality Assurance.

Title

Full Name

Address

ID Number

Contact Number

Relationship to college

What is your complaint about? Please provide details of your concerns and include any important dates, times, places or names of staff contacted.

Signature:

Date: