



POLICY & PROCEDURE

LSDN Complaints Policy & Procedure	
Policy No:	HR045
Management Area:	Human Resource
Author:	Anerie Huisamen
First Issue Date:	May 2013
Latest Issue Date:	February 2025
Current Version Number:	V5
Most recent Review Date:	February 2025
Reviewed by:	Anerie Huisamen
Next Review Date:	February 2026
CEO Sign-off	February 2025

LSDN MISSION STATEMENT

LSDN's mission is to enhance the life chances, economic independence and social mobility opportunities of its service users by helping individuals to develop vocational, academic and life skills using a supportive and individualistic approach so service users can realise their fullest potential at home, in the workplace and in the community. LSDN works in partnership with its clients and local community to bring about the best possible results for each individual and their families.

Purpose	This document sets out the policy and procedure for LSDN's Complaints Procedure.
Scope	Applies to all staff, students, volunteers, work experience, contractors and partners of LSDN.
Management Responsibility	Chief Executive, Director
Introduction	London Skills & Development Network (LSDN) is a not-for-profit Social Enterprise in the field of education and training services. As well as managing and delivering a range of education and training programmes, LSDN also offers a

	range of consultancy and capacity building support services to the education and training sector. LSDN is in the top 2% of Training Providers for Learner Satisfaction (National FE Choices Survey).
Description	LSDN is committed to delivering a high quality of educational provision for learners, high quality of services to its clients and a supportive environment for its staff and contractors. It undertakes to take such representation seriously. LSDN aims to handle complaints in a way which is sympathetic, fair, and efficient, which encourages informal conciliation, facilitates early resolution, maintains individual privacy and confidentiality, and permits useful feedback. The purpose of our complaint's procedure is to resolve problems quickly and informally where possible. There are three stages to the LSDN procedure: • Discussion and Advice • Informal Process • Formal Process Our objective is to resolve complaints during the first two stages. A complaint will normally be about a problem encountered in connection with LSDN's staff, learning or Contract management activities. It will not necessarily be <i>against</i>

	anybody, whether a person or an institution, although some complaints may be against individuals or institutions. This procedure applies to both members of the public and staff, in addition to suppliers, students and those volunteering and undertaking work experience at LSDN. <u>LSDN complaints procedure</u> Every effort will be made to ensure that the complainant and any person complained against are treated with fairness and dignity. The complainant should not suffer retaliation for making a complaint in good faith and if they believe that they have suffered a reprisal, they should raise the matter. If a complaint is not upheld and is found to have been made maliciously, the complainant may be subject to appropriate disciplinary procedure. The complainant may withdraw a complaint or stop the process at any time. Confidential information will not be communicated without the consent of the complainant unless there are exceptional circumstances (e.g. a criminal offence which requires reporting to an external agency). All complainants are entitled to a representative of their choosing. All complaints will be dealt with promptly to ensure that delay does not hinder fair resolution. Minor complaints will normally be resolved at an early stage. A formal complaint can only be brought by an individual (e.g. a learner, parent or employee) or a staff member who is directly affected by an issue.
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	If a complaint is upheld there should be a satisfactory remedy or outcome, which may include one or more of the following actions or outcome/s: ▪ a full explanation ▪ an apology ▪ the matter put right if possible; ▪ if appropriate, some kind of financial recompense ▪ if appropriate, disciplinary action may be taken Written records will be kept of complaints in accordance with the data protection act. Advice and discussion In the first instance, the complainant should seek advice and guidance about the problem. To do this, the complainant can approach a member of the LSDN management team. Staff members can approach their Line Manager or an HR representative. The complainant will receive advice as to an appropriate course of action, a possible solution to the issue and whether or not the issue constitutes the basis for a formal complaint. Informal Process Should the complainant wish to further pursue and make a complaint this must be made in writing within three months of the 'event' or 'issue' arising. The complaint should be submitted to the LSDN management team. Where the complaint is in relation to the LSDN management team, the complaint can be submitted to the LSDN's HR representative if preferred. Please provide the following: • A full description of your complaint (including the subject matter and dates and times if known).
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	• Any names of the people you have dealt with so far; and • Copies of any papers or letters to do with the complaint. An informal meeting will be called involving all relevant parties, and including a member of the LSDN management team. The complainant may be accompanied by a representative of their choosing. If possible, a solution will be agreed and implemented directly. Formal Process Where a resolution is not found, and all informal routes to resolution are exhausted the complainant may raise the matter formally. The complaint must be made formally using the LSDN Complaints Form. All details and dates must be accurate and must indicate a problem with the discharge of duty by LSDN. An LSDN panel will review the complaint and hear the representations about the complaint in person by the complainant. The complainant may be accompanied by an adult of their choosing. The panel will issue a report with findings about the complaint and will make recommendations as to remedies, if any, to be adopted, or other action recommended to be taken. Alternatively, the panel may reject the complaint. This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.*
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	Should you address your complaint to the relevant Awarding body and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. LSDN's Quality & Curriculum Manager will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details. Escalating your complaint further: The Greater London Authority (GLA) will investigate complaints about providers they fund. The GLA can only investigate if you have exhausted LSDN's own complaints procedure, including any appeal. Email or post your complaint to the GLA Skills and Employment unit: <u>skillscomplaints@london.gov.uk</u> Provider complaints, Skills and Employment unit, Greater London Authority, 169 Union Street, London SE1 0LL. All complaints will be acknowledged within five working days of being made and dealt with within three months of being lodged.
Complaints Form	See Appendix 1 (attached)
Links to other policies	*Appeals Procedure Policy and Bullying and Harassment, Equal Opportunities, Safeguarding, Prevent, Disciplinary, Health & Safety, Professional Conduct and Behaviour policies.
Policy Monitoring and review arrangements	Quarterly monitoring – Board and SMT Annual – full review and update

Appendix 1 – Formal Complaint form



LSDN Complaints Form (Appendix to Policy)

We are sorry that you feel that you have cause to complain.

Please complete this form, including as much information about the problem as possible to enable us to fully investigate your complaint. Your complaint will not affect the way that you are treated while your complaint is investigated.

We will respond to this complaint within five working days of receipt. The information provided on this form will be stored and processed under the UK General Data Protection Regulation (GDPR).

Name of complainant:	
Address:	
Postcode:	
Tel:	
Email:	
What is your status?	Learner/Staff/Other (Please specify)
Date complaint form is submitted:	
Please set out details about your complaint below. Please use additional sheets of paper if required:	

Please describe the steps you have taken to resolve your complaint informally. If this has not been possible, or the outcome is not satisfactory, please explain why.	
Please list details of any evidence that you are submitting with this form:	
Are there any witnesses who can provide evidence to back up your complaint? Please ensure that these individuals are happy for us to talk to them and/or bring them before the complaints panel if required.	Names & contact details:
What action are you looking for / what solution would you like?	

Signature of complainant	
Please return this form to: Emma Rollinson, LSDN Ltd., Suffolk House, George Street, Croydon CR0 0YN erollinson@lsdn.org.uk	
Escalating your complaint to the Greater London Authority (GLA) The GLA can only investigate if you have exhausted LSDN's own complaints procedure, including any appeal. Email or post your complaint to the GLA Skills and Employment unit: <u>skillscomplaints@london.gov.uk</u> Provider complaints, Skills and Employment unit, Greater London Authority, 169 Union Street, London SE1 0LL.	