



Customer Compliments, Complaints and Appeal 2018/19

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Complaints Procedure

All students will be made aware of the complaints procedure during the induction phase of any Logistics Skills & Consultancy Ltd (LS&C Ltd) Training programme. Each of our courses contains essential information that must be conveyed to the students during the introduction element, whether this is a bespoke training programme developed by LS&C Ltd, or a course being delivered on behalf of one of our awarding bodies.

In the unlikely event of there being any complaint or issue concerning a specific Instructor/Assessor or training programme we ask that you bring this to our attention as soon as possible by speaking to your instructor or assessor

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to this person then please contact our Training Co-ordinator, via one of the following options:

Call: 0845 54 88 007

E-mail: jilltaylor@logisticsskillsconsultancy.co.uk

Write to:

Jill Taylor

Logistics Skills & Consultancy Ltd

Unit C24 Tromso Close

Tyne Tunnel Trading Estate

NorthShields

NE29 7XH

When you contact us, please give us your full name and contact details along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

We ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Training Co-ordinator will investigate your complaint and respond to you within 7 days, even if this initial response is to confirm receipt of your complaint.

LS&C Ltd will take seriously all possible complaints relating to any of our approved Instructors or Assessors or against our training materials. A full investigation will always be carried out to determine any mitigating circumstances from either party and a report published to affected individuals. A copy of the report will be kept by LS&C Ltd.

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Quality Control Manager who will instigate our appeals process.



Appealing after an initial complaint has been raised

In the unlikely event of a student, Instructor or Assessor wishing to appeal against any decision made by LS&C Ltd the following procedure will apply:

Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Quality Control Manager will investigate in full and respond to you within 14 days, this

The Quality Control Manager can be contacted on:

Call: 0845 54 88 007

E-mail: johncharlton@logisticsskillsconsultancy.co.uk

Write to:

John Charlton

Logistics Skills & Consultancy Ltd

Unit 24 Tromso Close

Tyne Tunnel Trading Estate

North Shields

NE29 7XH

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 relevant awarding body, the details of the complaints procedure for each specific awarding body will have been given to you at the beginning of the programme.

The complaints and appeals procedure for the relevant awarding body will now apply.

Should you address your complaint to the Awarding Organisation and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator.

Complaints from Apprentices to LS&C: Stages

Stage One (Informal Process)

Individuals or organisations should feel free to raise their concerns regarding LS&C with an appropriate member of staff. This can be done in person, by telephone or in writing, including email. If the complainant is unsure of who to contact, they should contact the general telephone number or email address of LS&C (see above).

If a complainant's complaint relates to LS&C management, then this complaint should be directed to the Chief Executive (see above). If it relates to the Chief Executive of the LS&C, then the complaint should be directed to the Clerk to the Board (board@logisticsskillsconsultancy.co.uk).

In order to best deal with any complaints, they should be raised within three months of the issue to which they relate. LS&C will still consider complaints made out of this timeframe, but a resolution may be more difficult to achieve.

LS&C will attempt to deal with any complaint as quickly as possible. LS&C will acknowledge a complaint, in writing, within 48 hours and will respond to your complaint within five working days. If it is not possible to meet these deadlines, the complainant will be informed when they will receive a response.



Depending on the nature of the complaint, LS&C may arrange a meeting between a company representative and the complainant.

If a complainant remains unsatisfied with the resolution offered, or LS&C considers that a more in-depth investigation is required, LS&C will move on to stage two of this procedure.

If a complainant is dissatisfied with the resolution offered at stage one of this process or LS&C believes a more in-depth investigation of the issues is required, the complainant will be asked to set out in writing:

- The nature of their complaint and any issues which remain unresolved following the stage one process;
- What actions they would require to resolve their complaint.

The complaint will be acknowledged within five working days of its receipt and the response will identify an investigating officer who LS&C has appointed to deal with the complaint. The investigating officer will be a member of staff who has had no prior involvement with the complaint.

The investigating officer will investigate the complaint and will, if appropriate, interview and take statements from any relevant witnesses. The complainant will be given the opportunity to meet with the investigating officer to put forward their case. At this meeting the complainant may be accompanied by a family member or a friend.

The investigating officer will provide a written response to the complainant, setting out an outcome to the complaint. The response will be made within 30 working days of the complaint being received. If the investigating officer is unable to provide a response within this time, they will inform the complainant when they will receive a response.

If a complainant is dissatisfied with the response and outcome, they should write to the investigating officer within 10 working days of receiving the outcome of their complaint and ask to move to stage three of this Complaints Process.

Stage Three (Panel Hearing)

If the complainant has requested that the complaint be moved on to stage three, LS&C will write to the complainant to provide a date on which a panel will meet to assess the complainant's complaint. This date will be within 30 working days of receipt of the complainant's request to move on to stage three.

The panel will comprise three individuals. Two of the panel members will be governors who have had no previous knowledge or involvement in the case. A further individual, who is independent from the running and the management of LS&C will also be appointed.

The complainant will be invited to attend the panel hearing and may be accompanied by a family member or a friend.

At least five working days before the date of the panel hearing, LS&C will provide copies of any relevant correspondence, reports or investigations taken into account by the investigating officer in coming to their decision at stage two.

The complainant will be given the opportunity to put forward their case regarding their complaint at this panel hearing. The hearing will be minuted and minutes will be provided to the complainant following the conclusion of the meeting.



Within five working days of the date of the panel hearing, the Chair of the panel will write to the complainant and inform them of the outcome of their complaint. The decision of the panel is final and there is no further rights of appeal.

Outcomes

At any of the three stages, any of the below outcomes or findings may be reached as a result of the complaint:

- The complaint requires no further action;
- There is insufficient evidence to either uphold or dismiss the complainant's complaint;
- An acknowledgement that LS&C could have handled the situation differently or better;
- An apology;
- An explanation of steps which have been taken to ensure the circumstances which led to the complaint will not happen again;
- An agreement to review LS&C's policies in light of the complaint.

A written record will be kept of all complaints made, along with the details of whether they were resolved in stage 1, stage 2 or stage 3 of the process, regardless of whether the complaint is upheld.

LS&C will keep a record of the action taken as a result of the complaint, regardless of whether the complaint is upheld.

If the complaint proceeds to stage 3, once a finding has been reached the following actions will be taken:

- The complainant and, where relevant, the person complained about will receive a copy of the findings and recommendations of the panel, provided that where any information if disclosed is likely to breach LS&C's data protection obligations, those relevant sections of the findings and recommendations may be omitted.
- The findings and recommendation of the panel will be available at LS&C's review.

The correspondence, statements and records relating to individual complaints will be kept confidential except where the Secretary of State or body conducting an inspection under section 109 of the Education and Skills Act 2008 requests access to them.

Unreasonable Complaints

LS&C is committed to dealing with all complaints fairly and impartially and providing a high quality of service to those who complain. However, LS&C will not tolerate unacceptable behaviour towards its staff and will take action to prevent behaviour which is abusive, offensive or threatening.

LS&C defines unreasonable complaints as those which, because of the frequency or nature of the complainant's contacts with LS&C, hinder LS&C's consideration of their or other people's complaints.

Complainants should try to limit their communication with LS&C whilst their complaint is ongoing. Excessive communications from the complainant may result in a delay regarding any decision being reached. Any complainant who communicates with LS&C excessively may be subject to a communication plan limiting their contacts within LS&C.

The following behaviours exhibited by a complainant may be consider unreasonable by LS&C:

- Refusing to articulate their complaint or specify its grounds or outcomes sought despite the offer of assistance;



- Refusing to co-operate with this complaints procedure whilst still wishing the complaint to be resolved;
- Refusing to accept that certain issues are not within the scope of this complaints procedure;
- Insisting that the complaint be dealt with in ways which are incompatible with the complaints procedure or good practice;
- Introducing trivial or irrelevant, or raising large numbers of detailed or unimportant questions;
- Insisting on answers to issues raised immediately or within timeframes incompatible with this procedure;
- Making unjustified complaints about staff members who are trying to deal with their complaint;
- Changing the basis of the complaint as the investigation proceeds;
- Repeatedly making the same complaint, despite previous investigations or responses making clear that the complaint is groundless or has been addressed;
- Refusing to accept the findings of an investigation into that complaint when this complaints procedure has been followed and completed, notwithstanding any referral to the Secretary of State for Education;
- Seeking an unrealistic outcome;
- Making excessive demands on LS&C's time by frequent, lengthy, complicated and stressful contact with staff regarding the complaint whilst it is being dealt with.

A complaint may also be considered to be unreasonable if the complainant:

- communicates maliciously;
- communicates aggressively;
- uses threats, intimidation or violence towards any member of staff within LS&C;
- uses abusive, offensive or discriminatory language in their communication with LS&C;
- raises a complaint which they know to be false;
- uses or produces falsified information to support their complaint; and
- publishes information regarding their complaint in any form of media such as social media, website comments sections or by approaching newspapers.

Wherever possible, LS&C will discuss any concerns it has with the complainant before applying an unreasonable classification to their complaint.

In response to any serious incidents of aggression or violence, LS&C may inform the police of the complainant's actions and the complainant may be barred from LS&C's premises.

Confidentiality

LS&C will keep all information regarding a complaint confidential and will only disclose details regarding a complaint if there is a specific reason which would require disclosure, such as a referral in relation to safeguarding.

Following the National Archive procedures, LS&C will keep registers of complaints on file for 10 years and records of reports of complaints or a category of complaints for three years.

Complaints from Employers to LS&C

This policy sets out the process for employers of apprentices to make a complaint about the service provided by LS&C. LS&C has a separate complaints policy and procedure for apprentices that wish to make a complaint, which can be found on the LS&C website. LS&C is committed to delivering a high quality service and takes feedback from both students and employers very seriously. It is the aim of LS&C



to settle complaints promptly, fairly and courteously in the best interest of all parties, and to address areas where improvement is needed. LS&C is keen to ensure that the interests and well-being of all those associated with a complaint are properly safeguarded. LS&C aims to handle complaints in a manner which:

- a. encourages informal conciliation nearest to the source of the complaint,
- b. is efficient and fair,
- c. treats complaints with appropriate seriousness, sympathy and confidentiality,
- d. facilitates early resolution,
- e. where relevant, ensures that LS&C practice improves as a result.

For effective oversight of processes and provision, The LS&C Governance board will monitor the complaints received to check for evidence of trends in failure of provision or delivery.

Definitions

An 'informal complaint' is defined as an issue which an employer wishes to raise with a member of LS&C staff, without using the formal complaints process. Informal complaints are usually quick to resolve and unlikely to require an in-depth investigation.

A 'Complaint' is defined as 'an expression of dissatisfaction about LS&C's action or lack of action, or about the standard of service provided by, or on behalf of LS&C.

An 'Appeal' is 'a request for a review of a decision taken by an individual or academic body charged with making decisions about students' progression, assessment, and awards'. Procedures for Appeals are dealt with through a different process, as detailed in the Student Appeals Guidance Notes.

Guide to making a complaint

The process for raising a complaint by an employer of an apprenticeship learner studying with LS&C is detailed below.

Stage 1: Informal complaints

Where possible, complaints should be raised immediately with relevant departments at the source of the complaint, or via The LS&C team (management@logisticsskillsconsultancy.co.uk). The aim is to resolve the problem directly and informally at the earliest opportunity. It is anticipated that the vast majority of complaints will be resolved in this manner. Although Stage 1 is informal, the member of staff involved should provide a written outcome to the employer complainant, copying in the head of LS&C at johncharlton@logisticsskillsconsultancy.co.uk who will record the details of all informal employer complaints. Acknowledgement of the complaint will be provided within 48 hours, and a full response given within 4 weeks. If the employer is unable to raise the complaint at the source, or is dissatisfied with the outcome, they should make a formal complaint (see next stage).

Stage 2: Formal complaints

To make a formal complaint an employer should put the matter in writing to LS&C by email to managment@logisticsskillsconsultancy.co.uk, ensuring the word 'complaint' is in the title. The email should set out the details of the complaint in full and what would be an appropriate resolution. LS&C staff will log the complaint on the Internal data system. LS&C will acknowledge receipt of the complaint within two working days, and the complaint will be forwarded to an 'Investigating Officer' who has not been previously involved with the complaint. The Investigating Officer will be a member of the Senior Leadership Team. The Investigating Officer will review all information submitted, and meet with relevant members of staff to



review the complaint. The Investigating Officer will also speak with the employer complainant to clarify facts where required. As part of the process, mediation may be offered to resolve the complaint. If mediation is offered, revised timescales for the resolution of the complaint will be agreed in writing between LS&C and the complainant. A written response relating to the findings of the inquiry will be issued by the Investigating Officer within a maximum of four weeks from the date of receipt of the original complaint. If the employer complainant is not satisfied with the action taken, he/she may proceed to Stage 3 of the procedure.

Stage 3: Review

Where employers are not satisfied with the response provided by LS&C at Stage 2, the complaint can be escalated for investigation by an independent reviewer. The reviewer will not re-investigate the complaint unless new evidence is presented. The independent reviewer will ensure that appropriate procedures are followed, the decision was reasonable, as well as considering any new evidence submitted.

Stage 4: Complaints Adjudicator

If after exhausting this process the employer complainant is still not satisfied, they can escalate their complaint to the Complaints Adjudicator at the Education and Skills Funding Agency (ESFA).

Email: nationalhelpdesk@apprenticeships.gov.uk

Phone: 0800 015 0400 or 0247 682 6482 Please note that the ESFA will not usually investigate complaints more than 12 months after the original decision or action has been taken.

Compliments

Should any student wish to compliment us on the training they have received, or indeed any part of their experience, as well as being able to mark us highly on our evaluation forms then they can also write to us, or use any form of social media subscribe to.

Policy Change

This policy may only be amended or withdrawn by LS&C.

The LS&C Apprentice and Employer Complaints Policy

This Policy has been approved by:

Signed..... Name..... Date:.....

Please note that a signed copy of this agreement is available via Human Resources.