

Complaints Policy Apprenticeships and Funded Learning

1.0 Purpose

Logic4training is committed to providing a high-quality service for all learners and employers, any user may make a complaint about the provision of services or facilities at Logic4training.

We are committed to continuously improving the service provided at Logic4training, we regularly listen and respond to the views of learners and employers that use our training provision. We therefore aim to ensure that:

- Making a complaint is as easy as possible.
- Complainants receive a timely response.
- All complaints are taken seriously, whether made in person, via email or telephone.
- Complaints are dealt with promptly, politely, and fairly and where appropriate, informally.
- Responses to all complaints will be conducted in the correct manner, for example, with an explanation or apology where necessary, and details of actions to be taken.
- Complaints are used to learn and improve the service Logic4training offers.

Logic4training will investigate all complaints raised, whether formal or informal, relating to the day-to-day operation of Logic4training and the services we provide.

Excluded from this policy are:

- Decisions on assessments or examination results where other remedial solutions are more appropriate.
- Employment issues covered by staff procedures.
- Whistleblowing – please see the Whistleblowing Policy.

2.0 Complaints Process

1. The complaint may be received via a letter, email, or verbally by telephone or face to face communication. Acknowledgement of the complaint will be communicated to the complainant as soon as possible, within working hours. The Head of Apprenticeships and Funding will provide a response with a further update within 5 working days. Complaints regarding apprenticeships or funded learning should be addressed to **Iza Salegui, Head of Apprenticeships and Funding. Email Complaints: Apprentice@logic4training.co.uk Telephone: 020 8845 7222**
2. The Head of Apprenticeships and Funding will liaise with the relevant department/s to review the complaint, agree whether it is formal or informal, take steps to investigate and implement any corrective or preventative actions that may arise as a result of the investigation. The board of directors will also be informed of the complaint.
3. Informal complaints will be investigated by the Head of Apprenticeships and Funding and signed by a director (if required). Formal complaints will be investigated by the Head of Apprenticeships and Funding who will present the findings to the relevant Director who will then write to the complainant.
4. If, following the conclusion of the investigation, the complainant is still dissatisfied, a further appeal may be submitted to the Apprenticeships Governance Board for further escalation.
5. Once the investigation has been concluded, the Head of Apprenticeships and Funding will ensure the outcome of the complaint investigation, and any action(s) taken are communicated to the complainant.

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6. A complaints register will be maintained for both informal and formal complaints. Any relevant documentation will be held on file in the apprenticeships drive. The Head of Apprenticeships and Funding will maintain the complaints register.

3.0 Completion

Following the conclusion of the investigation and the implementation of corrective/preventive action(s), the Head of Apprenticeships will close the complaint on the complaints register.

As part of an ongoing quality assurance process, the Head of Apprenticeships and Funding will review the progress and resolution of open complaints to ensure adequate and timely action has been taken. The Head of Apprenticeships and Funding will provide a report on complaints to the Apprenticeships Governance Board quarterly.

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4.0 Complaints Process Chart

