Logic4training (L4T) – Complaints and Appeals Policy and Procedure

1.0 Introduction

1.1 Logic4training deals with and where necessary investigates and records complaints made against the AC or any members of staff. See Flowchart 1.

1.2 All complaints and any subsequent appeals relating to Logic4training are reviewed as part of the AC management review and the external quality assurance audit by the LCL Awards External Verifier (EV).

1.3 Where the complaint is regarding the Awarding Organisation or Certification Body, the Centre Manager (CM) passes the complaint details to the AO or CB and informs the complainant of the action taken.

1.4 The CM informs the complainant of the procedure to follow in the event that the complaint is not satisfactorily resolved.

2.0 Responsibilities

2.1 The CM ensures that all complaints and appeals received are dealt with and or investigated in accordance with these procedures and Logic4trainings standards of service.

2.2 The CM appoints a complaints investigator who has not been previously involved in the subject of the complaint to carry out and report on the investigation.

3.0 Procedures

3.1 Complaints and Appeals;

3.1.1 Complaints received relating to any of the following are processed promptly and efficiently;

- Managed Learning Programme (MLP), course or qualification including examination and or assessment results.
- Any activity associated with the MLP, course, examination, assessment or qualification of learners at the AC.
- AC personnel.

3.1.2 Where the complaint is about the CM, the complainant should inform the LCL Awards Operations Manager (OM) who in turn informs the complainant of the appropriate actions to follow or carries out an investigation as appropriate.

3.1.3 Initially complaints may be made orally to the CM and where possible resolved without the need to escalate it to a written complaint.

3.1.4 Where the CM is unable to resolve the oral complaint, the complainant is asked to put the complaint in writing before any investigation or further comment is made.

3.1.5 The CM enters the complaint on the Complaints and Appeals Register and informs the complainant that the written complaint must be received within 20 working days ensuring the following information is included;

3.1.5.1 Name of any staff members involved in the complaint.

3.1.5.2 Nature of the complaint.

3.1.5.3 Supporting evidence.

3.1.6 Where a written complaint is received, the CM writes to the complainant within 5 working days acknowledging receipt giving an indication of the expected time required to carry out an investigation and for reporting back to the complainant.

3.1.7 The CM or the investigator writes to the complainant within 5 working days of completion of the investigation, detailing;

3.1.7.1 Findings.

3.1.7.2 Proposals for resolution of the complaint.

3.1.7.3 A request for the complainant to respond within 20 working days.

3.1.7.4 Details of how to refer the complaint should they be dissatisfied with the outcome of the AC investigation into the complaint (see 3.1.8)

3.1.8 Where the complainant remains dissatisfied with the outcome of the investigation and decision, the complainant is advised to forward details of the complaint, outcomes and reasons for referring the complaint or making an appeal as appropriate to the AO or CB. See Flowchart 2.

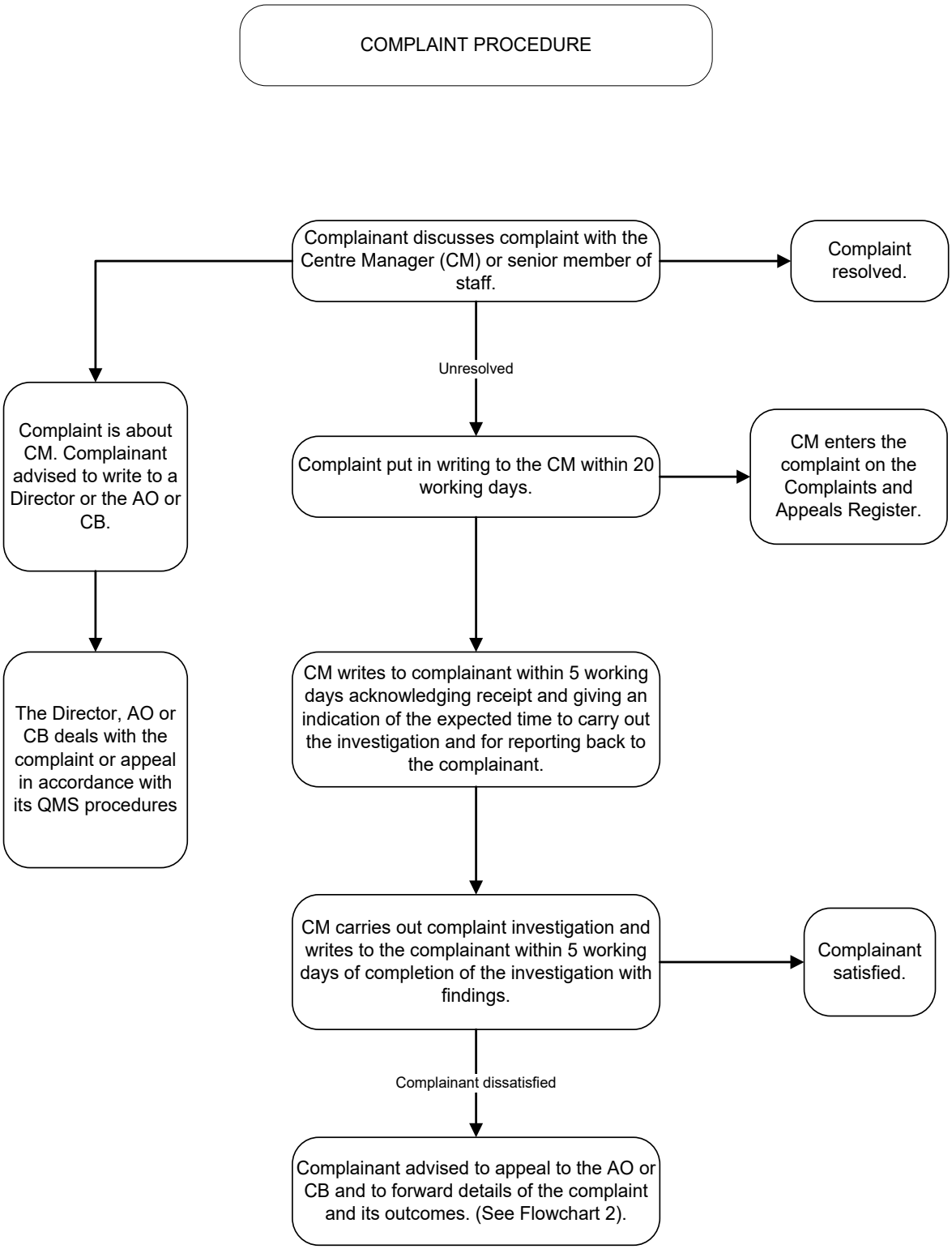
3.1.9 The AO or CB deals with the complaint and or appeal in accordance with its own procedures detailed in their Quality Management System (QMS).

3.1.10 All correspondence pertaining to each complaint including the outcome is retained by the AC for audit by the EV and or the qualification regulators.

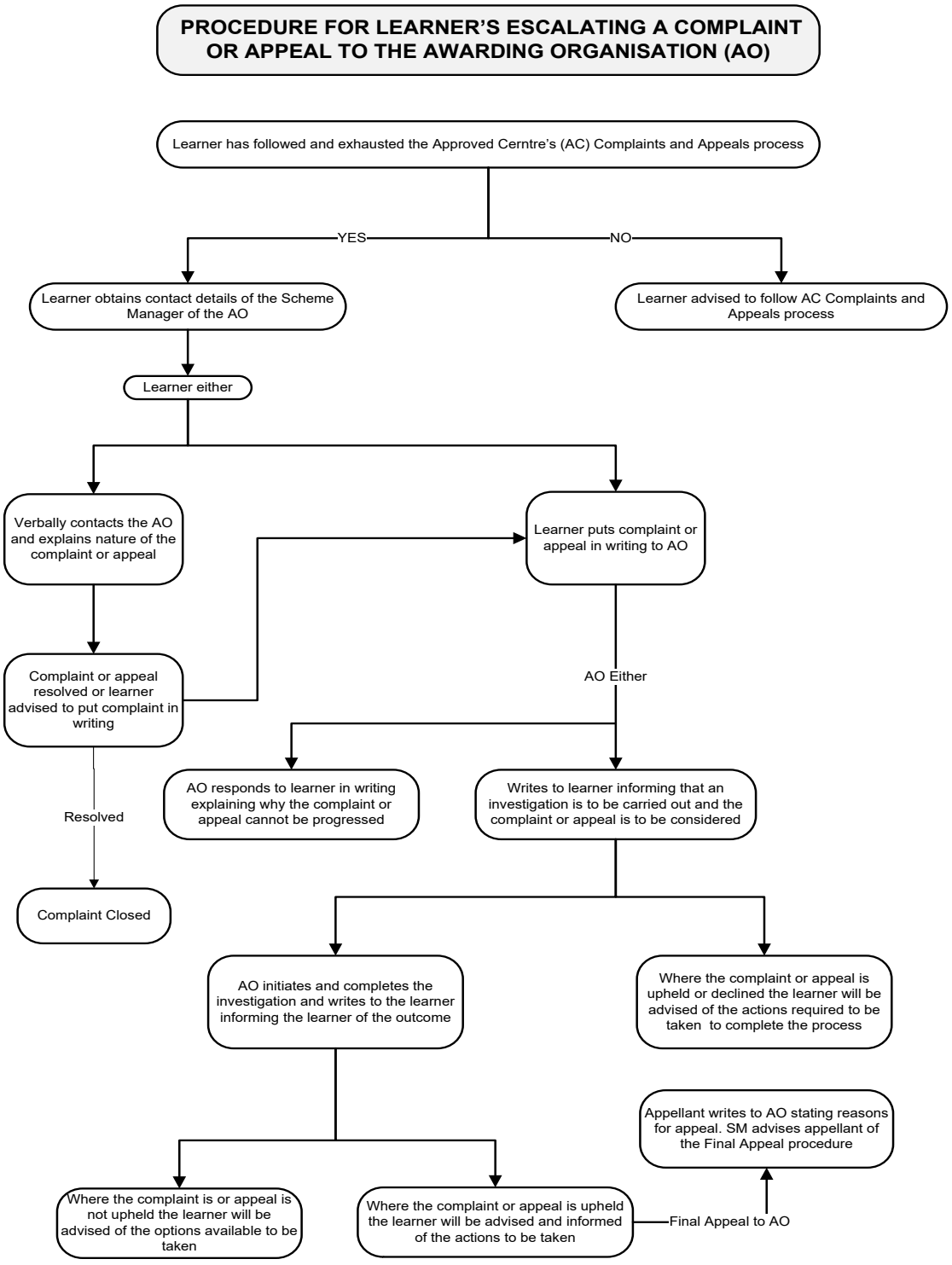
3.2 Logic4training endeavours to resolve complaints to the satisfaction of all parties and actively monitors formal and informal complaints and takes appropriate measures as necessary.

3.3 All complaints are reviewed during Logic4trainings standardisation management review meetings.

Flowchart 1


COMPLAINT PROCEDURE
Complainant discusses complaint with the Centre Manager (CM) or senior member of staff.
Complaint resolved.
Unresolved
Complaint is about CM. Complainant advised to write to a Director or the AO or CB.
Complaint put in writing to the CM within 20 working days.
CM enters the complaint on the Complaints and Appeals Register.
The Director, AO or CB deals with the complaint or appeal in accordance with its QMS procedures
CM writes to complainant within 5 working days acknowledging receipt and giving an indication of the expected time to carry out the investigation and for reporting back to the complainant.
CM carries out complaint investigation and writes to the complainant within 5 working days of completion of the investigation with findings.
Complainant satisfied.
Complainant dissatisfied
Complainant advised to appeal to the AO or CB and to forward details of the complaint and its outcomes. (See Flowchart 2).

Flowchart 2


PROCEDURE FOR LEARNER'S ESCALATING A COMPLAINT OR APPEAL TO THE AWARDING ORGANISATION (AO)
Learner has followed and exhausted the Approved Cerntre's (AC) Complaints and Appeals process
YES
NO
Learner obtains contact details of the Scheme Manager of the AO
Learner advised to follow AC Complaints and Appeals process
Learner either
Verbally contacts the AO and explains nature of the complaint or appeal
Learner puts complaint or appeal in writing to AO
Complaint or appeal resolved or learner advised to put complaint in writing
AO Either
Resolved
AO responds to learner in writing explaining why the complaint or appeal cannot be progressed
Writes to learner informing that an investigation is to be carried out and the complaint or appeal is to be considered
Complaint Closed
AO initiates and completes the investigation and writes to the learner informing the learner of the outcome
Where the complaint or appeal is upheld or declined the learner will be advised of the actions required to be taken to complete the process
Appellant writes to AO stating reasons for appeal. SM advises appellant of the Final Appeal procedure
Where the complaint is or appeal is not upheld the learner will be advised of the options available to be taken
Where the complaint or appeal is upheld the learner will be advised and informed of the actions to be taken
Final Appeal to AO