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.
- Reponses 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 refer to your organization's Whistleblowing Policy.

2.0 Complaints Process

Stage 1: Submitting a Complaint

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 within 2 working days of receipt (during working hours). The Head of Apprenticeships and Funding will provide an initial update or response within 5 working days of acknowledgement. Complaints regarding apprenticeships or funded learning should be addressed to Iza Salegui, Head of Apprenticeships and Funding.
Email: Apprentice@logic4training.co.uk Telephone: 020 8845 7222

Stage 2: Investigation and Review

The Head of Apprenticeships and Funding will liaise with the relevant department/s to review the complaint, determine 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. Investigations will normally be completed within 10 working days of the initial response. Where further time is needed (e.g. due to complexity), the complainant will be informed in writing with an updated expected timescale (no longer than 20 working days in total). The Board of Directors will also be informed of the complaint.

Stage 3: Outcome Communication

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 with the outcome. The complainant will be informed of the outcome within 15 working days of the acknowledgement date, unless an extension has been agreed.

Stage 4: Appeal Process

If, following the conclusion of the investigation, the complainant remains dissatisfied, they may appeal to the Board of Directors in writing within 10 working days of receiving the outcome.

Stage 5: Closure and Record Keeping

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 and recorded appropriately.

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

3.0 Completion and Monitoring

Following the conclusion of the investigation and the implementation of corrective or preventive action(s), the Head of Apprenticeships will close the complaint on the complaints register within 5 working days of resolution.

As part of an ongoing quality assurance process, the Head of Apprenticeships and Funding will review open complaints monthly to ensure timely progress and a quarterly report on complaints and resolutions will be provided to the Board of Directors to monitor trends and identify opportunities for improvement.

4.0 Complaints Process Chart

