



the training
& learning co.

COMPLAINTS POLICY - 2022



INTRODUCTION

The Training and Learning Company (TLC) offers a variety of course/qualifications, everything from a one day First Aid course, customer services short course, and work-based learning qualifications at a variety of levels. This policy, therefore, applies to all learners undertaking a qualification delivered by TLC and subsequently, to all assessors and verifiers involved in the delivery of these qualifications.

TLC believes in a culture of openness, honesty, and integrity when providing training across the spectrum of courses they offer. TLC encourages open discussion and questions from all its learners and believes in supporting all learners of all abilities to achieve their desired qualification.

TLC aims to provide the highest quality and standards of delivery across all courses/qualifications it delivers. Therefore, the Directors and Quality Managers take any concern, or complaint (direct or indirectly obtained) seriously. The management, and assessors of TLC will fully acknowledge any learner who feels aggrieved, has concerns with their qualification, and its delivery, or wishes to raise a complaint.

POLICY STATEMENT

This policy will provide guidance and advice to all learners working towards a qualification delivered through TLC, its assessors, or representatives. The process for making a complaint is described, although we would expect a learner to be able to discuss openly with their assessor or learning coach before, feeling the need to refer to TLC's head office, unless this is not an appropriate option.

A Learner, or their current workplace manager, is encouraged to freely discuss any concerns about the qualifications, inclusive of the delivery of, timing scales, workload expectations, current working practices and support from their line manager, or support from TLC.

Learners and their employers are welcome to raise grievances about any part of the delivery process, the assessments or results, or the interaction between assessors or learning coaches.

TLC views grievances as an expression of any unfair treatment of the learner, giving rise to a complaint. A complaint to TLC is an expression of dissatisfaction, or something being unacceptable, with either the delivery of, or results related to the qualification.

These grievances, or complaints can significantly impact morale for staff within the business, adversely impacting the reputation of the business, and subsequently result in a potentially loss of further business and income. Therefore, TLC's complaint handling process will be given the priority it deserves, and all concerns, grievances, or complaints will be acknowledged fully and dealt with in a clear and transparent manner.

When a learner is clear that they expect staff to identify the cause of the problem, TLC will work with the complainant to identify this cause, and to take any remedial action as soon as possible, where appropriate.

PURPOSE

This policy is provided with the purpose of guiding learners or their employers through the TLC official complaints procedures.

This policy can be accessed by learners, or their managers who wish to lodge a complaint, and will be provided to all learners on enrolment to the qualification. It is also accessible on the TLC website, under the heading "Grievances & Complaints".

TLC strives to give an experience of excellence, and professionalism through our all the courses or qualifications delivered. Therefore, the Directors and Management of The Training and Learning Company welcome comments, suggestions, and feedback about the service and experience learners and employers (both potential or current), or stakeholders have had when contacting assessors, the business, or representatives of.

SCOPE

The responsibilities for this policy lie with all assessors and learning coaches, reporting to their Quality line Manager, who reports to the General Manager who then reports to the Managing Director.

This policy applies primarily to all learners registered with TLC, their employers or representatives of, as well as all staff, contractors, volunteers, or employed at TLC, or those who may have access to TLC learners. It applies across the domains of all courses and qualifications offered or delivered through TLC.

This over site management of this Policy will be by the Managing Director, and Quality Managers, for the relevant course, or qualification.

TLC does not acknowledge anonymous grievances or complaints.

POLICY

In the first instance you must try and resolve your complaint with your assessor or learning coach. However, if you feel the problem needs to be escalated, please register your grievance or complaint with the Senior Management team.

The contact details for any concerns, grievances or complaints are:- Tel: 01792 700611 – asking for the complaints team

Email: info@tlc-uk.org – received by the Senior Management team.

Except in exceptional circumstances, TLC will endeavour to ensure that any complaint remains confidential. However, in some cases the circumstances giving rise to the complaint, may make it impossible, under the requirements of law, to maintain confidentiality. Under these circumstances the Manager reviewing the complaint will immediately contact and discuss this with you.

ROLES AND RESPONSIBILITIES

Learners/employers:

In the first instance TLC advises that the learner, or employer of, should raise concerns with the allocated Assessor, or Learning Coach.

If these conversations do not provide sufficient resolution, the learner, or their employer can formalise their concerns into a grievance or complaint. Again, this should be raised with the allocated assessor or learning coach.

Following feedback from the assessor/learning coach, and the complainant is not satisfied they can raise this with the Senior Management team at The Training and Learning Company, as per section 2 of this policy, above.

The complainant will be expected to provide their contact details, full name, a telephone number, and email address, also the contact details of their employer.

The complainant will be expected to provide details of their complaint, what actions/discussions had already taken place, the outcomes of these, and the reasons why they wish to escalate their concerns/grievances/complaint. Also, complainants will be asked for what they consider their expectations and would be a reasonable outcome for them

Failure by TLC to satisfactorily provide resolution, remedy, or satisfactory answers to the complainant they can ask for the contact details of the relevant Awarding Body
The Training and Learning Company

Assessors/Learning Coaches will acknowledge all concerns, and these will be documented on the discussion notes within the Progress Review on the TLC Impact system. Assessors will be expected to provide satisfactory resolution to these concerns, as per their competency level.

Assessors/Learning Coaches will seek support and advise from their line managers where necessary.

If satisfactory resolution is not found informally between the assessor/learning coach, and the learner, or their employer. The learner or employer can request to make the issue a formalised complaint at which point the assessor/learning coach will again document this complaint.

In the first instance the Assessor/Learning coach will raise this complaint with their specified Quality Manager/IQA. The Manager/IQA, will look at the complaint and conduct a review.

The manager/IQA may need to investigate the complaint, which may require accessing data, details and records held by TLC. Therefore, a 2 working days' time frame of acknowledgement of the complaint, is offered to the complainant.

During the investigation the manager/IQA, may contact the complainant directly for further details, clarification, and or their expectations.

Following the investigation, the manager/IQA will advise the assessor of a potential resolution for the complainant (this will be no longer than 7 working days). If the complainants' issues are in relation to the assessor/learning coach, then the Manager/IQA will advise the complainant directly.

If after this point the complainant believes the resolution offered is unsatisfactory, they can raise the complaint with the Senior Management team, as documented above. The Senior Management team will then acknowledge the complaint within 2 working days.

The allocated Senior Manager/Director will then investigate and form a report, detailing the complaint, what actions have been taken, what resolutions have been offered, and the complainants' expectations currently.

The Investigating Manager/Director of TLC will formulate a conclusion from their report, detail a response, and the proposed resolution for the learner that is deemed to be reasonably practicable. This will be then sent in writing (email/post as requested) within 14 working days of the acknowledgment date of the complaint.

If the complainant remains dissatisfied with all reasonable resolutions offered by TLC, TLC will provide the contact details of the specified Awarding Body for that qualification.

COMPLAINTS POLICY

REVIEW, APPROVAL & PUBLICATION

- This Policy will be reviewed annually, within a 4-week window of the date of approval.
- Approval of this policy lies with the Managing Director – Mr John Allison.
- Review of this policy will be carried out by the appointed HR individual, and the Designated Safeguarding Lead or Deputy.
- These documents will be available both as digital copies on TLC's Streamlearn system, and as a hard copy in the HR Office at the TLC premises.

DOCUMENT CONTROL INFORMATION

Document Name	Complaints Policy
Owner	Mr J Allison, Director
Version Number	V.02
Approval Date	27/09/2021
Approved By	J Allison, J Ball, L Nicolle
Date of Commencement	01/10/2021
Date of Last Review	26/08/2022
Date for Next Review	25/08/2023
Related Policy Documents	Malpractice & Maladministration policy
Signatures:	<i>John Allison</i> – Managing Director <i>Jennifer Ball</i> – Quality Manager (DSL)



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From Vision To Action