

Complaints Procedure

At LPET Ltd we are committed to delivering a high-quality service to our customers.

However, if you have a complaint about our organisation, we want to hear about it and we will do our best to put it right.

Our Customer Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase customer satisfaction;
- To use complaints constructively in the planning and improvement of all services.

Who can complain?

Anyone who is:

- Receiving a service from LP Employment and Training Services Ltd

How to complain

LPET Ltd would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact LPET Ltd and, if you feel able, speak to the member of staff who is working with you or ask to speak to their manager, who will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

*Shereene Clarke
LPET
Snitterfield Road
Stratford – Upon –Avon
Warwickshire
CV37 0EX*

What Happens Next?

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. The person investigating the complaint may interview you.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

Does this always happen?

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Can you have someone with you when your complaint is discussed?

Yes, you can.

NB.

Candidates have the right to complain to SQA about assessment-related matters (but not assessment judgements), once they have exhausted their centre's complaints procedure.

Candidates on regulated qualifications also have the right to complain to SQA Accreditation, Ofqual or Qualifications Wales (as appropriate) once they have exhausted their centre's complaints procedure and the SQA Awarding Body's complaints procedure