

Policy Number	1.7a	Review Cycle	3 years	Reviewer
Date Created	January 2020	Review Date(s)		
Author	SIAG Manager			
Delegated Committee	SPEC			

This Policy should be read in conjunction with the following Landmarks policies and documents:

Policies	Documents
<ul style="list-style-type: none"> <li>Concerns and Complaints Policy</li> </ul>	

All college policies are impact screened by the Safeguarding, Prevent and Equalities Committee (SPEC) when material changes are proposed to policies. It is for the Policy Author to highlight to SPEC when material changes are proposed.

The policy has been reviewed using the Equality Impact Screening tool (EIS), positive impact is explicitly intended and very likely.

This policy was EIS by SPEC on: \_\_\_\_\_

\_\_\_\_\_

## Learner Concerns and Complaints Policy



This policy explains what to do if you have a concern or complaint.

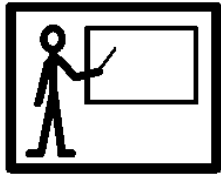

### Key Definitions



Some words will be in **bold purple**. You can check their definition here.

<b>Concern</b>	A worry or anxiety.
<b>Complaint</b>	When you are not happy with something.
<b>Advocate</b>	Someone who will help you to make a concern or complaint.
<b>Investigate</b>	To look into something in detail.
<b>Appeal</b>	Asking for something to be looked into again.
<b>Trustee</b>	People who work with the Principal to make sure staff are looking after the college.
<b>Malicious</b>	Intending to do harm.



### Introduction

You could have a **concern** or **complaint** about:


	Your sessions
	The support you get from staff

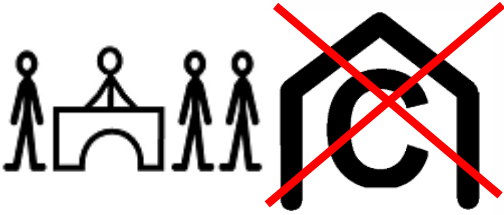
	<p>The college building</p>
	<p>Another learner or staff member</p>

### Your Concern or Complaint

	<p>It is okay to talk about your concerns or complaints.</p>
	<p>Concerns and complaints can help to make college better.</p>
	<p>We will listen to you.</p>
	<p>We will take your concern or complaint seriously.</p>

### Who can I talk to?

	<p>You can talk to any staff member about your concern or complaint.</p>
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	<p>You can also talk to people who don't work at the college.</p>
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This could be...

- The Local Government & Social Care Ombudsman if you are on Lifelong Learning
- The Education Skills and Funding Agency if you are on an education pathway
- SENDIASS – **advocate** support, if you need help to make a concern or complaint

<p><b>Local Government &amp; Social Care Ombudsman</b></p> <p>Phone: 0300 061 0614</p> <p>Website: <a href="https://www.lgo.org.uk/adult-social-care">https://www.lgo.org.uk/adult-social-care</a></p>	<p><b>Education Skills and Funding Agency</b></p> <p>Email: complaints.ESFA@education.gov.uk</p> <p>Post: Complaints team Education and Skills Funding Agency Cheylesmore House Quinton Road Coventry CV1 2WT</p>	<p><b>SENDIASS</b></p> <p>Ask staff at college to help you find the contact details for your local SENDIASS team.</p>
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### What Happens When I Make a Concern or Complaint?

<p style="font-size: 48pt; text-align: center;"><b>1</b></p> <p style="text-align: center;"><b>Stage One</b></p>	<ul style="list-style-type: none"> <li>• Fill in the concerns and complaints form.</li> <li>• You can talk to a staff member about your concern or complaint.</li> <li>• If this person can't help, you will be told about Stage Two.</li> <li>• You will be given information about who can help you to make a concern or complaint.</li> </ul>
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<p style="text-align: center;"><b>2</b></p> <p style="text-align: center;"><b>Stage Two</b></p>	<ul style="list-style-type: none"> <li>You can talk to the Principal about your complaint.</li> <li>The Principal will ask a manager to <b>investigate</b> your concern or complaint.</li> <li>The manager might look at documents about you, and other people involved.</li> <li>The manager might ask you questions about your concern or complaint.</li> <li>The manager might talk to other people about your concern or complaint.</li> <li>The Principal will tell you the outcome of your concern or complaint, and what will happen next.</li> </ul>
<p style="text-align: center;"><b>3</b></p> <p style="text-align: center;"><b>Stage Three</b></p>	<ul style="list-style-type: none"> <li>If you think this policy has not been followed properly, you can ask for an <b>appeal</b>.</li> <li>The Principal will ask a senior manager to investigate how the concern or complaint was looked into.</li> <li>The Principal will tell you the outcome of the appeal.</li> </ul>
<p style="text-align: center;"><b>4</b></p> <p style="text-align: center;"><b>Stage Four</b></p>	<ul style="list-style-type: none"> <li>If you think the Principal has not followed this policy properly, you can ask to speak to a <b>Trustee</b>.</li> <li>The Trustee will look into how the concern or complaint was handled.</li> <li>The Trustee will tell you the outcome of this.</li> <li>The Trustee will tell you that if you want the concern or complaint to be looked into again, you can ask for contact details for external agencies who can do this.</li> </ul>
<p><b>Malicious</b> Complaints</p> <ul style="list-style-type: none"> <li>The college has the right to stop looking into concerns or complaints that appear to be false, misleading, or untrue.</li> <li>You can still talk to external agencies about your concern or complaint.</li> </ul>	

## Landmarks Concern or Complaint Recording Form (V1)

**For office use** - Record number:

ESFA / LLL / Other

Stage 1       Stage 2       Stage 3       Stage 4

Name of person raising a concern or complaint:

Concern or complaint or reported to:	Date:
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The concerns and complaints procedure has been explained to me: Yes/No      By who:

Detail of concern or complaint:

For office use	
Investigation carried out by:	Date carried out:
Conclusion of investigation:	
Outcome: Substantiated <input type="checkbox"/> Unsubstantiated <input type="checkbox"/> Malicious <input type="checkbox"/>	

Date of response to person raising concern or complaint:	By whom:
Any other comments:	

Ethnic origin of complainant (where known): White <input type="checkbox"/> Mixed / Multiple ethnic groups <input type="checkbox"/> Asian / Asian British <input type="checkbox"/>
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Black / African / Caribbean / Black British <input type="checkbox"/>
Other ethnic group <input type="checkbox"/> Please state: _____
Prefer not to say <input type="checkbox"/>
Sex:
Male <input type="checkbox"/>
Female <input type="checkbox"/>
Other <input type="checkbox"/> Please state: _____
Prefer not to say <input type="checkbox"/>
Age:
16 – 20 <input type="checkbox"/> 21 – 30 <input type="checkbox"/> 31 – 40 <input type="checkbox"/> 41 – 50 <input type="checkbox"/>
51 – 60 <input type="checkbox"/> 61 + <input type="checkbox"/> Prefer not to say <input type="checkbox"/>





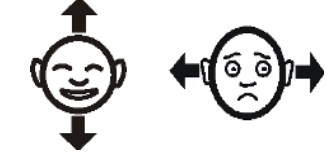


# Landmarks Concern or Complaint Recording Form (V2 Symbols)

**For office use** - Record number:

ESFA / LLL / Other

Stage 1       Stage 2       Stage 3       Stage 4

	Name of person raising a concern or complaint:	
	Concern or complaint or reported to:	Date: 
	The concerns and complaints procedure has been explained to me.	 Yes                      No



Detail of concern or complaint:

**For office use**

Investigation carried out by:

Date carried out:

Conclusion of investigation:

Outcome:

Substantiated

Unsubstantiated

Malicious

Date of response to person raising concern or complaint:

By whom:



Any other comments:	

Ethnic origin of complainant (where known):			
White <input type="checkbox"/>			
Mixed / Multiple ethnic groups <input type="checkbox"/>			
Asian / Asian British <input type="checkbox"/>			
Black / African / Caribbean / Black British <input type="checkbox"/>			
Other ethnic group <input type="checkbox"/> Please state: _____			
Prefer not to say <input type="checkbox"/>			
Sex:			
Male <input type="checkbox"/>			
Female <input type="checkbox"/>			
Other <input type="checkbox"/> Please state: _____			
Prefer not to say <input type="checkbox"/>			
Age:			
16 – 20 <input type="checkbox"/>	21 – 30 <input type="checkbox"/>	31 – 40 <input type="checkbox"/>	41 – 50 <input type="checkbox"/>
51 – 60 <input type="checkbox"/>	61 + <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>	