

## Learner Complaints Policy

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Purpose: Any Learner complaints or grievances are dealt with swiftly and professionally to ensure that their learning experience is not unduly disrupted.

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### Complaints against Learners

Should a complaint be made against a fellow Learner, the Tutor should be informed first of all and the **Learner Complaint Form** completed and can emailed or passed to the Centre Manger, or emailed to [info@learnaliving.co.uk](mailto:info@learnaliving.co.uk). If the complaint cannot be resolved by the Tutor, the Centre Manager will arrange an interview with the Learner making the complaint.

The meeting between the Centre Manager and Learner is documented and the complaint addressed with the other Learner.

If the complaint cannot be resolved with the Centre Manager, the Learner can contact either the Deputy Managing Director or Operations Manager by email on [info@learnaliving.co.uk](mailto:info@learnaliving.co.uk).

### Complaints against Staff

Should a complaint be made against a member of staff the Centre Manager will meet with the Learner and discuss the nature of the complaint and complete the **Learner Complaint Form** and can be emailed to [info@learnaliving.co.uk](mailto:info@learnaliving.co.uk).

The Centre Manager will discuss this complaint with the member of staff and seek guidance if required.

If the complaint cannot be resolved with the Centre Manager, the Learner can contact the Operations Manager, Deputy Managing Director or Managing Director on [info@learnaliving.co.uk](mailto:info@learnaliving.co.uk).

### General Complaints

Should a general complaint be made (e.g. facilities) the member of staff to whom the complaint has been made will complete the **Complaint Form** and can be passed to or emailed to [info@learnaliving.co.uk](mailto:info@learnaliving.co.uk).

The Centre Manager will review the complaint and decide what action can be taken and ensure the learner has feedback (this should be recorded and kept as evidence)



## LEARNER COMPLAINTS POLICY

If the complaint cannot be resolved with the Centre Manager, the Learner can contact the Operations Manager, Deputy Managing Director or Managing Director on [info@learnaliving.co.uk](mailto:info@learnaliving.co.uk).

All complaints received and the action taken will be documented by the Centre Manager and held in the Complaints folder.