

## **COMPLIMENTS AND COMPLAINTS PROCEDURE**

### **Introduction**

The compliments and complaints procedure may be used by centres, training providers, instructors, assessors, candidates or any individual that has a concern with regard to the services provided by Lantra and its employees. The procedure applies to any of Lantra Awards' qualifications or training programmes. Compliments or complaints may be made about any aspect of the service provided by Lantra organisation (or its representatives, such as instructors or external verifiers). Occasionally, candidates/trainees may wish to complain to Lantra Awards about the service they have received from their centre/training provider. Where appropriate, centres' internal processes should be exhausted before a complaint is raised with Lantra.

If, in the view of Lantra, the complaint is purely an internal matter, the correspondence will be copied to the relevant parties for comment and the action taken to resolve the matter. Where the complaint relates to the quality of training, the assessment process, raises questions about the continuation of the centre's approval, or any other matter that is of direct concern to the Lantra organisation, the complaint will be investigated.

Under its ISO 9001:2008 procedures, a log of all compliment and complaints is maintained to make sure that appropriate action is taken. The log is monitored to identify shortcomings in our service to customers and areas where we are clearly doing well. The Lantra Quality Committee receives reports on compliments and complaints at each meeting, and may require additional action to be taken, especially if any particular trends are identified.

### **Compliments Procedure**

If you wish to formally compliment Lantra on any aspect of its product or service including that received by individual members of staff please contact any member of Lantra Awards staff in writing via letter or email. All compliments are passed to the Quality and Compliance Manager to log.

### **Complaints Procedure**

A complaint will be logged as such if:

- the customer is clearly stating either verbally or in writing that they want to make a complaint OR
- the customer is unhappy that a member of staff is unable to resolve an enquiry to their satisfaction and the member of staff asks the customer if they wish to make a formal complaint

Complaints made in writing must be sent to the Quality and Compliance Manager, Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire CV8 2LG.

Lantra will make every effort to resolve any complaint quickly and will acknowledge receipt of your complaint within 5 working days. A written response will be given to all written complaints (letter or email) within a maximum of 10 working days from the receipt of the complaint.

The relevant parties will be contacted to give an account of the matters that are the subject of the complaint. In cases where a complaint cannot be resolved to the satisfaction of all parties concerned, the final decision will rest with the Lantra Quality Committee.

There is no fee for submitting a complaint.

If, at any point, any of the parties involved wish to place the matter in the hands of their solicitors, Lantra Awards will make no further attempt to resolve the issue and will wait for legal action to take its course. This does not, of course, prevent any of the parties seeking legal advice.

### **Appealing to the Regulatory Authorities**

Where the appeal or a complaint is in relation to an Ofqual or SQA approved qualification an appeal or complaint can be made to the appropriate regulatory authority (Ofqual in England, Wales and Northern Ireland or SQA in Scotland). It is recommended that an appeal or complaint to the regulators should only be made when a centre or training provider has followed all stages of Lantra Awards procedures first.

For NVQs, VRQs and units/qualifications within the QCF (England, Wales and Northern Ireland) write to Ofqual, Spring Place, Coventry Business Park, Herald Avenue, Coventry CV5 6UB.

For SVQs (Scotland) write to The Optima Building, 58, Robertson Street, Glasgow G2 8DQ

Learners in Scotland can also make a direct appeal to the Scottish Public Services Ombudsman (SPSO), 4 Melville Street, Edinburgh, EH3 7NS.

