

## References:

- A. Pearson Work-based Learning Delivery Guidance & Quality Assurance Requirements 2023–2024
- B. TQUK Complaints Policy v21.1 Nov 22
- C. Highfield Complaints Policy v3 Jan 24

## Background

1. Lewtay Training Ltd (Lewtay) is committed to providing a quality service for its service users and operating in an open and accountable way, that builds the trust and respect of all concerned. As such, copies of our policies as well as information and guidance on our service is available on our website. This policy can be viewed at: <https://www.lewtay.co.uk/complaints-procedure/> or in 'Resources' in each learner portfolio and addresses the requirement of the References, e.g., Reference A pages 21-24.
2. One of the ways in which we can continue to improve our service is by listening and responding to the views of our service users, by responding positively to complaints, and by putting our mistakes right. A complaint is an expression of dissatisfaction concerning Lewtay product or service. Lewtay take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.
3. However, the scope of this policy does not cover a learner's complaint about an assessment decision. This should be addressed through the Appeals Procedure, a copy of which is available in the learner's ePortfolio, OneFile.
4. Therefore, we aim to ensure that making a complaint is as easy as possible and that the following is adhered to:
  - Treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
  - Deal with it promptly, politely and, when appropriate confidentially
  - Respond in the appropriate - for example, with an explanation an apology where we have got things wrong, or information on an action taken etc
  - Learn from complaints, use them to improve our service, and review annually our complaints policy and procedures
  - Recognise that many concerns will be raised informally, and dealt with quickly
5. Our aims are to:
  - Resolve all concerns quickly.
  - Enable mediation where required between the complainant and the individual to whom the complaint has been referred.

## Policy Review and Updates

6. This policy will be reviewed annually.

7. Any revision to the policy will be carried out as soon as is practical. The version number and revision date shown in the footer, amended to reflect the updated version. All previous versions are to be replaced.

## Complaint Procedure

8. An informal approach is our preferred option. You should contact the Lewtay staff member, ideally by email or letter so there is an audit trail, so that they have the opportunity to put things right. You should set out the details of your complaint, the consequences for you as a result, and the outcome you are seeking. The staff member will acknowledge within 5 working days of receipt and seek to address the issue within 10 working days.

9. However, if your issue cannot or has not been satisfactorily resolved, or you feel that the issue is so serious, then a formal complaint should be made. Should this be the case, email or write to the Centre Manager setting out the details of your complaint, the consequences for you as a result, and the outcome you are seeking. You can expect acknowledgement within 5 working days of receipt. The Centre Manager will aim to resolve all matters as quickly as possible, ideally within 10 working day of receipt. They will keep you and your employer informed. You should do the same.

10. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints can vary. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom. This will be the final route of escalation within our company. This procedure is intended to ensure that any complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

11. If you remain unhappy with the outcome after following Lewtay's complaints procedure and your complaint refers to the service you have received relating to your course and achieving your qualification, then please contact the Awarding Organisation directly.

- a. Highfield Qualifications. [www.highfieldqualifications.com](http://www.highfieldqualifications.com)  
Or speak to the Highfield team on 01302 363 277
- b. Pearson Qualifications. <https://qualifications.pearson.com/en/contact-us/feedback-and-complaints/learners-and-parents.html>
- c. TQUK. <https://servicehub.tquk.org/knowledge/how-can-i-make-a-complaint-about-tquk>
- d. NCFE Qualifications. <https://www.ncfe.org.uk/customer-and-learner-support/contact-us/making-a-complaint/>

12. At this stage should you still be unhappy with the outcome, then you may raise your complaint with the relevant Qualification Regulator. Your Award Provider or Lewtay will be able to offer you guidance on the appropriate Qualification Regulator and their contact details.

13. Lewtay's contact details are:

# Complaints Policy and Procedures



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## Quality Assurance

14. To ensure that all staff are made aware of issues raised, an anonymous report of complaints made and their resolution, is to be created and discussed at each staff meeting. Where any changes to ways of working are made, all staff are to be informed and subsequently comply with these. The Quality Manager is to ensure that all relevant documentation is amended and staff informed.

15. If you have any queries about the contents of this policy, please contact the Centre Manager directly on 01733 552 475 or email [trish@lewtay.co.uk](mailto:trish@lewtay.co.uk)

*Trish Allen-Janes*

Trish Allen-Janes  
Managing Director/Centre Manager

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