

EPA Complaints Policy

LWB Training has a responsibility to ensure that any complaint about company activity is investigated and, where required, appropriate action is taken.

LWB Training wants to provide the best service possible for our apprentices, employers and other partners. We view complaints as a way of finding out about problems that may need to be fixed.

Types of complaint

An apprentice or their employer may wish to make a complaint about any part of the end-point assessment activities undertaken by LWB Training.

Examples include:

- Insufficient information being provided (e.g. date, time, location of the assessment)
- The assessment methods not following the relevant procedure

Awareness of policy

A copy of, or a link to, this policy will be provided when an end-point assessment is booked.

Pre-complaint stage

If possible, LWB Training would like complaints to be resolved at the earliest possible stage. The initial action would be to speak with the individual involved to try and resolve the issue.

If this is not possible or the person wishing to complain does not feel that this is appropriate, they may move straight to Stage 1.

Complaints

The person wishing to make a complaint should email admin@lbwtraining.co.uk or write to:

LWB Training
75 Willingdon Avenue
St Leonards on Sea
East Sussex
TN38 9HE

The complaint will be investigated by a member of the team who is not directly involved with the issue. The investigator will attempt to resolve the issue and respond accordingly.

We aim to deal with complaints within 10 working days.



Reporting

LWB Training will keep a record of all complaints made for at least 3 years, to monitor for any pattern or trend.

A report of complaints and their outcomes will be compiled each year for review by senior management.