

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 training and assessment activities undertaken by LWB Training.

Examples include:

- An apprentice complaining about a lack of support from their tutor
- An apprentice complaining about a delay in part of the process
- An employer complaining about failure to receive information from a tutor

Induction

At the apprentice's induction, they will be provided with a copy of, or a link to, this policy and it will be explained to them what they need to do if they wish to complain.

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.

Stage 1

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.

Stage 2

If the person making a complaint is not satisfied with the response, they may complain to the Education and Skills Funding Agency.

Details of how to do this can be found at www.gov.uk/complainfurthereducationapprenticeship.

ESFA may be contact through the apprenticeship helpdesk on 08000 150400 or email nationalhelpdesk@apprenticeships.gov.uk.

Stage 3

If the person making the complaint is not happy with how the ESFA has dealt with the complaint, they can write to the complaints adjudicator of the ESFA.

Details of how to do this can be found at www.gov.uk/complainfurthereducationapprenticeship.

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.