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Complaints Procedure

Change history		
Version	Issue Date	List of Amendments or remarks as applicable
1.	23 October 2017	Complaints procedure separated out from parent policy for easy sharing and publication.



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Purpose

If a learner feels as though they would like to make a complaint about their experience with LDN Group, they can take the following steps. There are 3 stages in the complaints procedure and each stage must be fully complete before proceeding to the next one. You are advised to keep copies of all the documents used in the complaints procedure.

Complaints procedure

Stage 1 (On-the-spot solutions)

If you are still completing your course or actively taking part in one of our other programmes, you must first contact your Learning Development Specialist or Youth Worker who will ensure that your concerns are dealt with fairly and quickly. You should raise your concerns within 7 days of the matter in question. Your LDS / Youth Worker will investigate your concerns and address these accordingly or refer the complaint to a relevant member of staff. You will receive a response to your complaint within 7 days of submission. If your complaint is about your LDS and it would be inappropriate to discuss the matter with him/her you may begin with Stage 2.

Stage 2 (Appeal to Management)

If you are not satisfied with the outcome of stage 1 or if you are no longer on your course please contact the line manager of the LDS who will investigate what's happened. This will include:

- **Talking to the employee about the issue.**
- **Write to the employee with details of the alleged problem.**
- **Hold a meeting to discuss and decide what to do.**
- **After the meeting, write to the employee, confirming the decision, and why, and if it goes against them, that they have the right to appeal and start stage 3.**
- **Due to the depth of research into the complaint, you will receive a response within 14 days of escalation from Stage 1.**

Stage 3 (Formal complaint to a Director)

If you are not satisfied with the outcome of Stage 2 you will need to send in a complaint in writing to LDN Group at the address below. This may be in writing in the post or via email. You are likely at this stage to be requested to substantiate any complaints or allegations with written factual evidence and/or signed statements from witnesses. This will assist in reaching a speedy conclusion to the complaint. A response to your complaint will be sent to you within 7 days of the receipt of the Stage 3 complaint.

Any Stage 3 complaints should be addressed to:



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The Directors, LDN Group, Lansdowne, 278-280 South Lambeth Road, London, SW8 1UJ, or hello@ldngrp.co

All complaints at all stages will be dealt fairly and you not will be discriminated against on the basis of the complaint. If your complaint reaches Stage 3 and it cannot be dealt with by a particular Director due to their prior involvement in the matter, another Director will hear and respond to the complaint to maintain our impartiality. We aim to resolve all complaints within 28 days from original submission.

Please note: The Directors will very rarely consider complaints if they do not follow the above process. We have absolute confidence in our staff, who are professionally trained to deal professionally with legitimate complaints as they arise. In the unlikely event that your cause for complaint is not dealt with appropriately by a member of our team, then please follow the above procedure to ensure that your complaint is given due consideration and that your concern is addressed.

Further escalation of complaints

Should you find our response to your complaint unsatisfactory after it has been through all of the above stages, then you are able to appeal to our funders. Complaints that reach this stage should be directed as follows:

Provision funded or supported by the London Borough of Lambeth:

Paul Davies, Strategic Commissioning Officer, Children's Services, London Borough of Lambeth

Address: **3rd Floor, International House, 6 Canterbury Crescent, London, SW9 7QE**
Email: PDavies5@lambeth.gov.uk

Provision funded by Capital Engineering Group Holdings Limited:

Alex Galway, Director, Capital Engineering Group Holdings Limited

Address: **The Old Wheel House, 31-37 Church Street, Reigate, Surrey, RH2 0AD**
Email: agalway@handsonskills.co.uk

Provision funded by the Education and Skills Funding Agency:

Complaints to the ESFA must be made by following their procedure, which is available by following this link:



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https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/641779/Procedure_for_dealing_with_complaints_about_providers_2017.pdf

Conclusion

The LDN Group exists to support the young people who take part in and use its services. We sincerely hope that you do not have occasion to use this procedure. However, if you feel you need to make a formal complaint, you may be assured of our absolute commitment to reaching a fair and informed decision based on the evidence available to us.