



Compliments, Comments and Complaints Procedure

(updated August 2018)

Introduction

LMA welcomes the views from all who use our services. We encourage suggestions, comments, compliments and complaints.

We aim to respond to all suggestions, whether positive or negative in a timely and courteous manner as part of our value to providing the highest standards of teaching, learning and customer service.

LMA is committed to taking all complaints seriously by:

- Encouraging a culture of openness
- Making the process as straightforward as possible
- Carrying out a fair and thorough investigation
- Keeping the complainant informed throughout
- Using the information to improve our services and provide staff training if required

1. Compliments

All compliments will be acknowledged and the customer thanked for their feedback. Compliment should be shared with the members of staff and their line manager. Sometimes, the College will use compliments during publications and the customer will be advised how their compliment and feedback has been used.

2. Comments

Once comments are received, they should be passed to the relevant department who will consider any action required. Comments will be acknowledged and the customer thanked for their feedback.

3. Complaints

LMA takes all complaints seriously; we have a staged approach to dealing with complaints through which we aim to resolve any concerns as quickly as possible.

It should be noted that staff and learners who wish to raise a safeguarding concern should follow the college's safeguarding policy and procedure. Safeguarding concerns for students arising from the action or potential action of other student or any non-staff members should be raised with a college designated Safeguarding Officer. Safeguarding concerns arising from the actions of staff should be raised with the Principal or Lead Safeguarding Officer. Concerns arising from the actions of the

Principal should be raised with the Lead Safeguarding Officer.

4.1 Stage 1 - Informal

Rather than let an issue of concern or an area of dissatisfaction become a complaint, we hope that you will try to resolve your issue by:

A) Talking to the person involved

If you feel the person is approachable, why not approach them directly and explain your concern?

B) Talking to your Student Services Team

They may be able to assist you with either personal or course problems and will also refer you to specialist support if necessary. We have staff on both sites available throughout the day.

C) Talking to the Curriculum Creative Director.

You can make an appointment at any reception area to talk to the Creative Director for your curriculum area.

e) Talking to your Student Representative

The Learner Voice, through your Student Rep is another way you can make a suggestion, complaint or compliment about our service. It is a good way to get your view heard.

4.2 Stage 2 - Formal

The College appreciates that there may be occasions where the above process is inappropriate and that a more formal approach is necessary. Please note that formal complaints must always be in writing. The flowchart on page 5 outlines the key stages through which a complaint is processed.

Where it has not been possible to resolve matters to your satisfaction under Stage 1 you should contact the Head of Student Services. This can be performed in a number of ways:

- By letter
- By email

Contact details are as follows:

Head of Student Services LMA Hope St Liverpool L1 9BW	hannah.talbot@lma.ac.uk
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If you write to us, please outline your concerns as clearly and in as much detail as you can. Please include your name and address, dates, locations and witnesses as appropriate.

You should outline any previous unsuccessful attempts at resolution and what reasonable steps should be taken to resolve the complaint.

The Head of Student Services will instruct the appropriate manager in the College to conduct an investigation. The Head of Student Services will monitor and review the process.

Your complaint will be acknowledged within 5 working days of receipt by the Student Services team.

An investigating officer will be appointed who will conduct a thorough investigation. The Head of Student Services will notify the complainant of the outcome of the investigation within 10 working days. If there is a delay, due to the complex nature of a complaint, the complainant will be advised and kept informed of progress.

If your complaint is about the Head of Student Services, you can contact the Principal via the above contact address. The Principal will designate another manager to resolve the issue.

4.3 Stage 3 – Appeals Procedure

If you are dissatisfied with the response to your formal complaint (Stage 2), you have the right to escalate your complaint to the appeals procedure.

You should outline in writing, the reasons for your dissatisfaction and send to the Head of Student Services. The Head of Student Services will designate a senior manager to investigate. You will receive a response within 5 working days and we will tell you how we plan to investigate and when you might expect a detailed answer.

The senior manager will review the nature of the complaint, analyse the investigating officer's findings and report the outcome of the appeal to the Head of Student Services. On completion of the appeal and review, the senior manager will choose one of the following three options based on the evidence:

1. Uphold the original decision
2. Change the outcome based on the evidence presented
3. Continue and extend the investigation

At the end of the investigation, the senior manager will make a final decision. The complainant will be informed in writing of the outcome. The decision of the senior manager is final.

Head of Student Services
LMA
Hope St
Liverpool
L1 9BW

If having first exhausted the College's complaints procedure you are still not satisfied with the outcome, you can contact a number of agencies depending on the complaint

- Education and Skills Funding Agency (ESFA)
The Complaints Team, Education and Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT (For students aged 16-18)
- The Awarding Organisation
e.g. OCR, Pearson-Edexcel, City & Guilds etc directly
(contact details are on the awarding organisation websites)
- OIAHE – Office of the Independent Adjudicator for Higher Education, www.oiahe.org.uk.
The OIA Scheme Rules exclude complaints about admissions and academic judgement, complaints that are not brought within a given timeframe, and complaints about issues that do not materially affect the student as a student. The Rules can be found at <http://www.oiahe.org.uk/decisions> and [publications/leaflets.aspx](http://www.oiahe.org.uk/publications/leaflets.aspx)