

The Learning Partnership

FOR CORNWALL & THE ISLES OF SCILLY

Promoting Lifelong Learning

Complaints Statement & Policy

The Learning Partnership is committed to providing a quality service and working in an open and accountable way that is based on respect for Partners, Providers, Stakeholders, Participants and Learners and their views.

However, we recognise that mistakes may be made and we aim to deal with complaints seriously and with sensitivity.

The Learning Partnership is committed to ensuring:

- the provision of a fair complaints policy
- complaints are recognised as a clear expression of dissatisfaction with our service and/or a service provided by one of our Partners
- people know how to make a complaint and the process is as easy as possible
- complaints are investigated fairly and timely
- complaints are resolved and that relationships are repaired
- we gather information and learn from mistakes which helps us to improve what we do and how we do it

Signature:



Name of signature: Tim Balogun

Position of signature: Chief Executive Officer

Date signed off: April 2019

Next review date: March 2020

Policy

Context

The Learning Partnership and all of its Partners recognise the spirit in which the Partnership has been created: mutual respect, openness, support and working together.

However, the Learning Partnership recognises that a key way in which an organisation can continue to improve its quality of service is by listening and responding to the views of others, and in particular by responding positively to complaints, and by putting mistakes right.

A complaint is “an expression of dissatisfaction, whether justified or not”.

Standards

- The Learning Partnership complaints procedure applies to all complaints made in writing by those who have been supplied a service by the Learning Partnership either directly or indirectly through our Partner organisations.
- This procedure will not be used to address feedback given as a result of individual participant evaluations or other informal feedback.
- This policy will be reviewed annually or sooner as deemed necessary.
- This policy will be posted on the LPCo website and available to all on request.
- The Learning Partnership will acknowledge formal complaints in writing within 5 working days detailing the period of time in which you will receive a full response to your complaint;
- Ensure complaints are dealt with reasonably and sensitively

LPCo Responsibilities

- Provide assistance to anyone wishing to make a complaint who are unable to do so on their own
- Staff are encouraged/empowered to resolve any complaints informally if appropriate.
- The Corporate Services Manager for receiving, recording, acknowledging and assessing the appropriate course of action needed to investigate and resolve a complaint which might involve Contract Managers and/or Partner Organisations.
- CEO or Board for agreeing a resolution to a complaint
- CEO for reporting complaints to the Board on a regular basis

Complainant's Responsibility

- Send the complaint in writing to the Corporate Services Manager marked Private & Confidential. This can be done by email to: hwprose@cornwall-learning-partnership.org or by post to: Helen Wilson-Prowse, The Learning Partnership for Cornwall & the Isles of Scilly Ltd, The Redruth Centre, 5-6 Station Road, Redruth, Cornwall, TR15 2AB. 01209 216136

Confidentiality

Every attempt will be made to ensure that both the complainant and The Learning Partnership maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it is not possible to maintain confidentiality. Each complaint will be judged on its own merits and the situation explained to the complainant.