



## **Complaints Handling Policy and Procedure**

### ***Policy Statement***

This policy supports London College of Global Education (commitment to provide excellence in the quality and standards we provide to our learners. The Centre recognises that occasionally things may go wrong or customers may be dissatisfied with our services and it is important to us that we act quickly to resolve the situation in such cases.

In these instances, we value feedback to enable us to learn lessons, facilitate change and continuously improve our services to our customers. We are committed to listen to all and respond to the views of all our clients. If anyone has any complaint, please contact us with the details. We request to provide 8 week to consider the complaint and if we do not resolve your complaints within this time then you may complain to relevant awarding organisation.

### ***Equality Statement***

This complaint procedure aimed to provide guideline to students, visitors, or others who are not satisfied with any aspect of our service or want to give any suggestions, comments and so on. London College of Global Education Ltd is committed to providing an environment that celebrates diversity and supports individual needs where all staff, students and service users feel safe from prejudice, discrimination and harassment.

The Centre has a strong commitment to ensuring that everyone is treated fairly and equally within an ethos of mutual trust and respect regardless of the protected characteristics of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Therefore, this complaints procedure is to provide an opportunity to complaint to be resolved as soon as possible by carefully acknowledging, investigating, to provide a means of identifying the aspects, reasons, problems and any potential faults in the service we provide.

### **SCOPE**



This policy may be used by students, customers, visitors, partners and stakeholders of London College of Global Education. It covers any expression of dissatisfaction about standards of service, courses or facilities of the Centre.

### ***Complaints Handling Process (CHP)***

The Centre's CHP aims to provide a quick, simple and streamlined process for resolving complaints early and locally by capable, well-trained staff.

### ***Roles and Responsibilities***

Overall responsibility for the management of complaints lies with the Centre's senior management (Director).

Senior Management is responsible for the review of complaints on a quarterly basis and for implementing corrective action to address adverse trends. Staff will ensure that frontline resolution of complaints is dealt with courteously, professionally and in an unbiased manner

Employees who deal with a complaint via frontline resolution must ensure that details of the complaint are recorded on the Centre Complaints form and submitted to the Senior Manager at

Email: [info@lcoge.com](mailto:info@lcoge.com)

Phone: **07533392761**

Address: 101 Whitechapel High Street, 4th Floor, London, England, E1 7RA

Our complaints Procedure

1. Informal- By discussion with us
2. Formal- Written complain

### **How can you make a complain**

You can complain by discussing with us if you are not satisfied with our service. Here are different ways to do complaints



- a. Speak to the lecturer or trainer
- b. Write feedback on course evaluation questionnaire which we provide you at the time of enrolment
- c. Write a complaint letter to our address or email to the managing director
- d. Upon receipt of your complaints we will take it positively and committed to put it right. We will spend every effort to prevent further complaints and ensure the complaints is kept informed throughout if the complaints if not upheld then we will advise you accordingly.

### ***Handling anonymous complaints***

We value all complaints. This means we treat all complaints seriously and will take action to consider them further, wherever it is proper to do so.

### ***Who can make a complaint?***

Anyone who receives, requests or is affected by our services can make a complaint. The Centre will support individuals or organisations wishing to complain about an aspect of its service. This is because we want to understand the nature of the complaint and how we might need to respond if a service is substandard or failing. This may include involving outside support, e.g. advocacy services, to help the customer.

### ***How we handle your complaints***

- a. We will send you a letter or inform you through email that we receive your complaint within 3-5 working days, enclosing a copy of complain handing procedure.
- b. We will investigate your complaint by consulting with out assessor/lecturer, internal verifier and other member of staff and Narayan Prasad Sah will handle the case.



- c. We will invite you to a meeting for further discussion to resolve the problem. We may resolve the problem over the phone or conference call or meeting in person. We will resolve your problem within 14 working days and inform you in writing either through letter or email.
- d. I will write to you a letter or email regarding meeting with any possible solutions to your problem
- e. If you do not agree for a meeting for any possible reason then I will send you a detail of your complaints, suggestions for resolving the problem, within 21 working days from the day we acknowledge your complaints.
- f. If you are still not satisfied then you should contact us again and you will escalate to Awarding Organisation directly.

The Awarding Organisation is Highfield Awarding Body for Compliance (HABC) and their complaints policy can be located on their website: [www.highfieldabc.com](http://www.highfieldabc.com). Alternatively please speak to the HABC team on 08452260350. Should the learners/customers address complaints to HABC and remain unhappy with the outcome they may then raise their complaint to the relevant qualification regulator. Either a representative of London College of Global Education, HABC as the Awarding Organisation, and the relevant qualification regulator then the learners/customers have one final route of complaint. Please contact the Scottish Public Service Ombudsman (SPSO) directly, details can be located on their website: [www.spsso.org.uk](http://www.spsso.org.uk). In England the learner can escalate the concern to the relevant qualification regulator OfQual in England through email at [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk) or phone 0300 303 3344 from 9 to 5 pm on weekends.

If the learners/customers have any queries about the content of this policy, please contact Director directly on 07533392761 or email: [info@lcoge.com](mailto:info@lcoge.com)

**The CP Policies and Procedure is produced by Narayan Prasad Sah and will be monitored, evaluated and revised annually. This is the first version. CP/2019**