
LEARNER COMPLAINTS PROCEDURE

The Active Lancashire Training Centre Learner Complaints Procedure has been written for learners who consider that they have a complaint about any of the products, services or delivery provided by Active Lancashire Limited. For issues relating to the outcome of assessments of qualifications offered by Active Lancashire, please refer to our Appeals Procedure.

We aim to resolve complaints relating to a qualification through this procedure, however should a learner work through this process with the Training Centre and remain dissatisfied with the decision made by Active Lancashire, this procedure provides further escalation of the complaint to the awarding body, the NCFE.

Active Lancashire will ensure this procedure is published and made accessible to all learners, training centre staff and relevant third parties. It is ultimately the responsibility of the Head of the Centre to ensure that this procedure is implemented, published and accessible to all via the website. However, the Lead IQA is responsible for ensuring this information is fully understood by the learners who attend our training courses/qualifications.

All complaints should be sent to our designated officer: Beth Kay, Head of Centre, Active Lancashire, Farington House, Lancashire Business Park, Centurion Way, Leyland, PR26 6TW; email: bkay@activelancashire.org.uk.

The Learner Complaints Procedure is broken down into three stages:

STAGE ONE

The Learner

An informal complaint can be made to the learner's tutor/assessor. The tutor/assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the tutor/assessor sufficient time to investigate or remedy the grievance.

In all cases learners should record and lodge their complaint within 20 working days of the course/ qualification end-date, using the Active Lancashire Training Centre "*Learner Complaint Form*", (Annex 1). If the complaint isn't related to a course/qualification or programme, then it must be submitted using the same Complaint Form within one month of the incident occurring.

The Course Tutor /Assessor

The Trainer should record the complaint and discuss with the learner and make every attempt to agree a way forward and/or an amicable solution. Course Tutors should log any discussions and/or resolutions and feedback to the Head of Centre using the *Trainer Log* (Annex 2). Active Lancashire will acknowledge receipt of the complaint within 10 working days, carry out an investigation involving relevant individuals and outline the course of action to be taken, to the learner, within 20 working days.

STAGE 2

If the complaint cannot be resolved during Stage 1 of the procedure or if the learner feels that they cannot make an informal complaint to their trainer, the complaint should be submitted in writing within 20 working days of the course, using the Active Lancashire Training Centre “*Learner Complaints Form*” (Annex 2). Any complaints should be submitted to Active Lancashire, addressed to the Head of Centre using the contact details above.

The Head of Centre will write to learners or individuals to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken. The Head of Centre will carry out an investigation, which will involve relevant individuals, and will write to the learner or individual within 20 working days with their findings and a decision as to whether the complaint was justified.

STAGE 3

If learners or individuals have followed Stage 1 and/or Stage 2 of the complaints procedure and are still dissatisfied with the outcome, they have the right to take their complaint to the awarding organisation (if applicable) within 20 working days of the decision being communicated to them by the Active Lancashire Training Centre. If you have followed this procedure, working through the first two stages and the complaint is still not resolved, please send your complaint to:

NCFE (National Council for Further Education), Q6 Quorum Park, Benton Lane, Newcastle-upon-Tyne, NE12 8BT. [Complaints Procedure PDF](#)

This procedure will be reviewed annually.