

Lynher Training Limited. Complaints Policy



Introduction:

Most of our customers and learners/apprentices complete their training and assessments successfully, without needing to make raise a concern or make a complaint, and we do hope that your experience with us will be a good one! We review all of our policies annually to ensure they are current, fit for purpose and comply with current legislation. All of our policies are available on our website.

All of our instructors and assessors are authorised to act on behalf of Lynher Training during the training / assessment sessions, and will endeavor to meet all your training needs, however, we recognise that occasionally things can go wrong, and we want you to know that we will do our very best to resolve any complaints or concerns you might have.

What is a Complaint?

We recognise that sometimes people may have concerns, but don't like to 'complain', so we'd like to make it clear that we welcome contact from you, our customers and learners about anything at all you are concerned about, or which has made your experience less than ideal, however small it might seem. We always strive to deliver the best possible service, and to improve -based on our own Quality Assurance observations and feedback provided by our customers. Therefore, please don't hesitate to contact us; we will use the term 'complaints' in this context to cover anything at all you'd like to tell us about.

How to raise a complaint:

If you are dissatisfied with any aspect of our service, please let us know as soon as possible, within 10 days from the date when the issue arose, so that we can resolve the issue more efficiently. The sooner we are aware of your complaint, the more efficiently we will be able to investigate the issue and this can often allow us to 'nip it in the bud' and avoid a situation escalating.

Step one:

If you are comfortable to do so, please try to resolve your problem with the person who dealt with you originally, usually your tutor or instructor. All of our tutors are very friendly and approachable, and will always be very keen and willing to resolve issues as soon as possible. This will hopefully sort the matter for you, but if you are not fully satisfied with the outcome or would prefer not to approach them (for any reason) then please don't hesitate to take the next step. Feedback forms are provided on every training session and you are encouraged to let us know about any concerns in this way. You can do this whether or not you want to speak to the tutor direct. You can return feedback to the tutor but if you'd prefer to return it direct to us you are welcome to do so. Tutors are obliged to report back to Lynher Training regarding any issues raised, so we should be aware of your concerns from the tutors feedback, and from your feedback if submitted and we will contact you if we feel it is necessary. Please say on your feedback if you'd like to be contacted.

Step 2:

Contact Lynher training by phone or email and ask to speak to the office manager or the Quality control officer who will log your complaint, decide on appropriate response and investigate further. Any complaint arising is flagged up to the directors, and they will prioritise dealing with all concerns immediately.

Step 3:

If your complaint relates to a qualification you are taking with us (for example Lantra, City and Guilds or NPTC), it may be appropriate to escalate the matter to the appropriate awarding organisations. We will assist you fully in identifying whether any further representation should be made and supply you with guidance on how to do so with all of the relevant contact details.

We will offer to contact the relevant organisations on your behalf, but you are entitled to contact them direct if you feel that we have not carried out courses or assessments correctly.

Step 4:

In the event that you feel an awarding organisation has not performed their duties correctly or as advertised, we will support you in contacting the relevant external verification body (such as Ofqual) to investigate further.

Apprenticeships and Government funded training:

If you are an Employer, Apprentice, or funded learner and you have any concerns about your course provision through Lynher Training Limited, we hope we can resolve it for you as above, but you are entitled to contact the Education and Skills funding Agency (ESFA), or the Institute for Apprenticeships directly to lodge your concerns.

Contact details:

Lynher Training Limited:

If you want to make your complaint in writing, please send it to:

The Directors, Lynher Training Ltd, Oakleigh House, Hoopers Lane, Gunnislake, Cornwall
PL18 9NN

Alternatively, you may want to contact us by:

- Telephone - 01822 832232
- Email- admin@lynher.com

We will respond, in writing, to all complaints within 10 working days of receipt of your complaint. Occasionally, if there is a complex investigation, it may take up to 20 working days to resolve, but we will contact you to keep you informed.

If our investigation into your complaint is likely to take longer than 20 working days, we will inform you as soon as possible. (this might happen if being escalated to Awarding Organisations)

Awarding Organisations:

NPTC/ City & Guilds

Tel: 02476 857300

City & Guilds Land Based Services <info@email.cityandguilds.com>

Lantra Awards

Tel: 02476 696996

Lantra Awards <LantraAwards@lantra.co.uk>

Qualsafe:

Tel: 0845 644 3305

info@qualsafeawards.org

BALI

Tel: 02476 690 333
contact@bali.org.uk

SQA

Tel: 0345 2135566
info@sqa-ext.org.uk

Institute for Apprenticeships

info@education.gov.uk>

ESFA:

sde.servicedesk@education.gov.uk

Conclusion:

We're pleased to tell you that complaints are very rare, but if there is one, it is acted on immediately and 'no stone is left unturned' to ensure that the matter is fully investigated and you, the customer, is satisfied.

We promise to:

- Ensure our complaints procedures are clear and transparent.
- Ensure all learners and apprentices are made aware of these, and other policies (E&D, Safeguarding) at the start of their training.
- Provide regular opportunities for apprentices to provide comprehensive feedback about their courses, using purpose designed forms to capture as much information as possible, to help us monitor progress and act quickly to action any concerns.
- Put forward all Feedback, complaints, suggestions etc on the Lynher Training agenda for team meetings and standard setting events, to be discussed further.
- Use feedback, complaints and suggestions to improve our instructor quality checks, as a result of these meetings

Compliments:

We would also love to hear from you if you are particularly satisfied with our service, or have any suggestions that you think would help us improve.

Reviewed/updated:

19th September 2018

21st November 2018

5th July 2019

7th January 2020

27th February 2020

21st October 2020

8th September 2021

15th February 2022

Next Review date 15th August 2022