

## Complaints Policy and Procedure

### 1. LLT Complaints Statement

Later Life Training (LLT) views complaints as an opportunity to learn and further improve learning journeys and booking/support processes prior to training (interactions with funders and commissioners). Most importantly it offers a chance to put things right for the learner/person who has made the complaint.

In managing complaints, LLT strive to;

- Provide a fair complaints procedure which is clear and easy to use
- Ensure LLT staff know what to do when a complaint is received and ensure a consistent and standardised approach supporting a timely resolution
- Make it easy to find who/how to contact
- Learn from the complaint to help us improve what we do
- Support people/restore relationships that may have been challenged as a result of a complaint

### 2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Later Life Training e.g. bookings systems, conversations (relating to any area of booking/support), teaching strategies/approaches, staff behaviours, resources, e-learning portal and interactions including the way learners interact.

Complaints may come from any learner/candidate, host, commissioner or member of the public (i.e. Make Movement your Mission members etc.) who has a legitimate interest in Later Life Training. This policy does not cover complaints from the LLT team workforce, who should direct complaints to a LLT Director. All complaint information will be handed sensitively and will only be shared with those who need to know in order for the complaint to be resolved.

**NB A complaint is different to an assessment appeal** (please refer to our [Fair Assessment and Appeals Procedure](#))

### 3. Receiving Complaints

Complaints may be received through a variety of channels or originate as a suggestion of a complaint without formal receipt of one i.e. a comment of disagreement/displeasure via social media. This is not deemed a formal complaint but LLT would make private contact to acknowledge and resolve the issue of displeasure. Formal complaints may be received by email, letter, telephone or in person.

**3.1.** *Complaints received by email or letter - the LLT team member who receives the complaint should :*

- Respond directly to the complainant with a standard email/letter stating; ‘ we have received your email/letter of (date) describing a complaint you are making. This has been forwarded onto one of the director team (insert name) who will respond directly to you by email (or letter as appropriate) within the next 3 working days’. And attach the complaints policy.

**3.2.** *Complaints received by telephone or in person - the LLT team member who receives the complaint should:*

- Listen to the what is being said without interrupting – write down the key points (as evidence of the call was recorded/on record) and then clarify the key parts of the complaint with questions as required, employing a reflecting listening approach.
- Write down the key details of the complaint to record the conversation but then inform the person that we require the complaint in writing or by email before we can start to investigate.
- Ask for contact details so that the LLT Complaint Policy and Procedure can be sent to them.
- Tell the person that once LLT receive the details of the complaint in writing they can expect acknowledgment of receipt within 3 working days and will strive to investigate and resolve or draw the complaint to a conclusion within 1 month maximum.

#### **4. How LLT will resolve a complaint**

**Stage 1:** LLT Team member receives complaint and follows points 3 above to document and advise.

**Stage 2:** The complaint is forwarded to one of the director team who will:

- Acknowledge the complaint within 3 days
- State who is dealing with it
- Detail how it will be investigated and when a conclusion and resolution can be expected.
- Whether the complaint is justified or not, the reply should describe the action taken to investigate and the conclusions and actions taken as a result.

#### **5. How to make a complaint**

**By email:** [info@laterlifetraining.co.uk](mailto:info@laterlifetraining.co.uk)

**By post:** Later Life Training Ltd  
Silver Cottage  
Main Street  
Killin  
Perthshire  
FK21 8UT