



# Policy on Complaints

## Purpose

This policy sets out LHP Skillnet's commitment to the handling of complaints in a fair, timely and transparent manner. Depending on the nature of the complaint, the steps taken by LHP Skillnet are described in either the Disciplinary Procedure (academic or professional misconduct) or the Procedure for Complaints (all other subjects of complaint).

## Scope of the Policy

### To whom does the policy apply?

All students or prospective students who engage in an LHP Skillnet programme including the application stage.

All staff including tutors who provide services to and for LHP Skillnet

Any other persons who engage with LHP Skillnet

### Who is responsible for implementing the policy?

**Network Manager** has overall responsibility for implementing the complaints policy.

The **Academic Committee** has responsibility for deciding the outcome of a complaint escalated upwards by the Network Manager.

## Policy Statement

### General

We fully support a person's right to make a complaint if they feel they have been mistreated or disadvantaged as a result of engaging with our programme or services. Such a regrettable event may be due to the actions or behaviour of a member of our staff (including contracted tutors) or another student.

A complainant will not be subjected to different or unfair treatment should they make a complaint.

Any complaints (informal or formal) made on behalf of another person will not be accepted.

In the first instance and if possible, a complainant should seek to resolve the issue informally with the person directly concerned. Where a satisfactory resolution cannot be found at this level, the complaint can be escalated to a formal complaint.

### Formal Complaints

A formal complaint must be made in writing within 5 working days of the issue arising. Students do so by using the student's complaint form.

The subject of the complaint has a right to be notified of the nature of the allegations made, a copy of the complaint, and the complainant's details.

The complainant is required to substantiate any allegations with evidence.

The subject of the complaint has a right to respond to allegations made within the complaint.

Depending on the nature of the complaint, the complaint may be handled in line with our Disciplinary Procedure.

The complainant is permitted to be accompanied by a family member, friend or fellow student when interacting with LHP Skillnet regarding the formal complaint.

The Academic Committee will investigate and make a decision about the issue the complaint raised within 30 days of receipt.

The outcome of the investigation is communicated by the Network Manager to the relevant parties.

Where a complaint results in a disciplinary action, the complainant may not receive details of that action if it is deemed to be in breach of the subject of the complaints privacy.

## Related Documents

Related Policies	Policy for Academic Good Practice
Related Procedures / Processes	Procedure for Complaints Disciplinary Procedure
Supporting Documents	<i>LHP Skillnet Student Handbook</i> <i>LHP Skillnet Tutor Handbook</i> <i>Complaints Form</i>