



London Professional Academy (LPA)

COMPLAINTS POLICY

Title: Complaints Policy

Approval date: Sep, 2022

Approved by: London professional Academy

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AIM

London Professional Academy (LPA) wishes to ensure that any member of LPA community i.e. employees, parents of students, neighbours of LPA, or in fact any member of the public, feels that they are treated in accordance with the values made explicit in the LPA's Statement of Purpose, Values and Vision.

LPA aims to ensure that all concerns/complaints received are dealt with promptly, fairly, professionally and efficiently.

LPA welcomes your comments and criticisms

- Complaints tell us when you are not happy with a service and this gives us the opportunity to put things right.
- Comments/suggestions provide ideas on how we can improve our services.
- Therefore, anyone who feels unhappy with the way they have been treated by any member of staff (teaching or support), student or other member of LPA should be encouraged to make a complaint.
- Complaints can be made formally or informally, verbally or in writing.
- Anonymous complaints cannot be investigated without verification of who is making the complaint as LPA has to ensure that it is not a scurrilous claim.
- The person who is making a claim can state that they wish their identity to remain confidential to the member of staff.
- If the complainant still wishes to remain anonymous LPA will consider the complaint outside of this process and will act accordingly.
- All concerns/complaints will be taken seriously and viewed positively as an opportunity to receive constructive feedback so that improvements may be made.
- All concerns/complaints will be treated with confidentiality, unless there is a serious threat to your personal safety or that of a member of staff or others or where there is a legal requirement to disclose the information.
- LPA has established a simple procedure to ensure that all members of LPA feel they are encouraged to complain if they are unhappy about any aspect of LPA life.

Steps to take in the case of a Concern/ Complaint/ Comments/ Suggestions

The following steps aim to provide a level of treatment over and above the minimum required by law.

If you feel concerned and / or worried about something to do with LPA, or would like to make a suggestion about how we can improve our service, the following information explains what you should do:

Stage 1: Informal Concern/Complaint

- It is preferable, both for the person making the complaint and the one against the complaint is made, that the complaint is taken up at the time of the problem and resolved by the parties concerned, informally in the first instance.
- There will be occasions, however rare, when a formal procedure is required. Or, if the outcome of Stage 1 is unsatisfactory or impractical, the formal complaints procedure will apply.

Students

- Students are encouraged to approach any member of staff about any matter with which they are not happy.
- All staff are committed to the individual care and support of students.
- If the concern/complaint is about aspects of their lesson/course they should raise the matter with their classroom teacher in the first instance.
- If the concern/complaint is about their classroom teacher, they should raise the matter with their group tutor or senior tutor.
- Alternatively, they may speak to any member of staff who may be able to raise the matter on their behalf.
- For all students with learning difficulties and/or disabilities, LPA is happy for someone else to make a complaint on their behalf if they have asked them to do so.
- Such students requiring help with a complaint may be able to get advice from Skill: The National Bureau for Students with Disabilities (telephone 0800 328 5050).

Staff

If the concern/complaint is employment related, LPA's Grievance Procedure should be followed.

Stage 2: Formal Concern/Complaint

- All complaints received in writing will be treated as formal complaints.
- Formal complaints can be made in writing, setting out the nature of the concern/complaint, including the names of those against whom the complaint is being made, the time, date and place the incident took place and the name of any witnesses to the incident. (Please include a description of any action you took to resolve the complaint informally).
- Complaints in writing should be directed to the Principal, either by email to the or by post addressed to the Principal, London Professional Academy, Roycraft House, 15 Linton Road, Barking, IG11 8HE.
- LPA will acknowledge your formal complaint within 5 working days
- The Principal will designate a member of staff to investigate your complaint.
- You will then be informed in writing of the outcome of the investigation within 15 working days.
- If there is a delay due to the type of investigation that has to take place, you will be informed of the reasons and of the progress made and the likely date you should receive a full written outcome.
- For all students with learning difficulties and/or disabilities, the college is happy for someone else to make a complaint on their behalf if they have asked them to do so.
- Such students requiring help with a complaint may be able to get advice from Skill: The National Bureau for Students with Disabilities (telephone 0800 328 5050).

Appeal

- If you are not satisfied with LPA's response / solution offered you may appeal to the Principal, in writing, within 10 working days.
- The Principal will then investigate the complaint personally, make a final decision on the appeal and provide a written response within 15 working days of the appeal being received.

- In the event that the Principal has been personally involved with the original complaint, then such appeal should instead be directed to the Director to whom any appeal, which, in the opinion of the complainant, has not been dealt with to their satisfaction, should also be directed.
- Such appeals will be duly investigated and considered and a written response will be sent to the person raising the concern within 15 working days.
- All Notices of Appeal should be addressed to LPA marked private and confidential and for the attention of the Principal or The Director as appropriate.
- Where the complainant is still not satisfied they may refer the matter to the Department for Education(DfE) or Education Skills Funding Agency (ESFA).
- Anyone considering making a complaint to the DfE or ESFA should be advised that these government bodies will not normally consider a complaint unless LPA procedure has been exhausted.

Monitoring

All complaints, informal and formal will be logged and an annual analysis of concerns / complaints will be monitored by LPA.