



# Compliments and Complaints Procedure

## Introduction

*Please note: should your issue be in relation to an assessment outcome or with respect to a qualification you are or have been undertaking and you wish to make an appeal as to the outcome, please see our [Appeals Policy](#).*

Lantra takes all complaints and feedback seriously. We value the time taken by the complainant to bring issues to our attention and use such complaints and feedback as a mechanism for informing Lantra's programme of continuous improvement. We are committed to undertaking a thorough investigation and working with our customers with the aim of finding amicable solutions.

The compliments and complaints procedure may be used by centres, training providers, instructors, assessors, Learners, customers or any individual including apprentices and students that have a concern with regard to the products or services provided by Lantra and its employees.

Compliments or complaints may be made about any aspect of the product or service provided by Lantra (or its representatives, such as instructors or external verifiers). Occasionally, Learners may wish to complain to Lantra about the service they have received from their centre/training provider. Where appropriate, the centre's/training provider's internal processes should be exhausted before a complaint is raised with Lantra.

A log of all compliments and complaints is maintained to track trends to help prioritise actions and continually improve the services we offer. A quarterly report of compliments and complaints is presented to the Lantra Audit and Quality Committee. The committee is made up of Lantra Trustees and may require additional action to be taken, especially if any particular trends are identified.

## Compliments Procedure

If you wish to formally compliment Lantra on any aspect of our products or services including that received from individual members of staff, please contact any member of Lantra staff in writing or email. All compliments are passed to the Customer Services Manager to log.

## Complaints Procedure

Lantra regards a complaint as:

- A situation where an individual clearly states, either verbally or in writing, that they want to make a complaint OR
- where a member of staff asks the individual if they wish to make a formal complaint because individual is unhappy and Lantra has been unable to resolve the issue to their satisfaction.



Complaints made in writing must be sent to the **Customer Services Manager**, Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire CV8 2LG.

The Customer Services Manager can be contacted by e-mail:

**[Karen.Turnock-Rogers@lantra.co.uk](mailto:Karen.Turnock-Rogers@lantra.co.uk)**

Lantra will not accept anonymous complaints.

Lantra will make every effort to resolve a complaint quickly and will acknowledge receipt of your complaint within five working days. A written response or progress update will be given to all written complaints (letter or email) within a maximum of 10 working days from the receipt of the complaint and every 10 working days thereafter until the complaint has reached a satisfactory conclusion.

The relevant parties will be contacted to give an account of the matters that are the subject of the complaint. In cases where a complaint cannot be resolved to the satisfaction of all parties concerned, the final decision will rest with Lantra's Chief Executive.

There is no fee for submitting a complaint.

If, at any point, any of the parties involved wish to place the matter in the hands of their solicitors, Lantra will continue to communicate only through the respective solicitors. This does not prevent any of the parties seeking legal advice.

### **Complaining to the Regulatory Authorities**

Where a complaint is in relation to an Ofqual, Qualifications Wales or Scottish Qualifications Authority Accreditation (SQA Accreditation) recognised qualification, a complaint can be made to the appropriate regulatory authority (Ofqual in England and Northern Ireland, Qualifications Wales in Wales or SQA Accreditation in Scotland). However, it is recommended that any complaint made to the regulators should only be made when an individual or provider has followed all stages of Lantra's procedures first as this will be the first line of inquiry from the regulator.

### **Feedback or Opportunity to Improve**

Lantra is committed to ensuring all our partners and Learners have a positive experience with us. However, we recognise that there may be an occasion where you consider there is some feedback or an opportunity for Lantra to improve and wish to bring this to our attention. We welcome all feedback which will help us improve our service.

Please contact the Customer Services Manager **[Karen.Turnock-Rogers@lantra.co.uk](mailto:Karen.Turnock-Rogers@lantra.co.uk)** with your feedback.



## Handling of Your Data

### UK General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA)

Where a complaint has been made to Lantra we will retain your personal data for the purpose of enabling us to deal with your complaint.

Details and progress of your complaint will be logged and held for a period of six months following investigation and resolution.

Should Lantra decide that it is beneficial to either party to hold your data for longer, we will inform you separately of our decision.

Your data will not be passed or shared with a third party, it will not be used for marketing purposes and will be destroyed by means of secure shredding or deletion in the case of emails.

If you do not wish Lantra to hold any of your data following the resolution of your complaint, please contact the Customer Services Manager. However, please be aware that by asking Lantra to remove all details relevant to a complaint means that you accept that Lantra has dealt with the complaint and that you will not be able raise this matter subsequently.

Classification – Public – Open to anyone Reviewed November 2021 (V4)