

## COMMENTS, COMPLIMENTS AND COMPLAINTS POLICY

### London Training and Employment Network (LTEN)

Last updated	November 2023
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**At London Training and Employment Network (LTEN), we are committed to providing a professional, fair, efficient, courteous, and helpful service to all: staff, members, clients, associates, and anyone else with whom we have any dealings.**

#### Information on making Comments or Compliments

LTEN is always keen to receive comments or compliments from its users and positively encourage feedback.

Users' comments may be collected via questionnaires or evaluation forms and are analysed to help us improve the services we provide.

Anyone is encouraged to contact a member of staff at LTEN to make comments or compliments and, when appropriate, a member of staff will respond as soon as possible.

#### Information on making a Complaint

If you have reasons to believe that things have gone wrong and you are dissatisfied with the service you have received from us, please let us know to give us the opportunity to address the problem.

Complaints may be made in person, by telephone, by mail or by email/internet. Contact details are attached to this policy.

If you need language support to express your complaint LTEN will make every effort to ensure an interpreter is available to facilitate your access.

#### How do I make my Complaint?

Most complaints may be resolved informally by the staff member concerned. In the first instance, you may be able to resolve the complaint by talking it over with the member of staff involved or a staff member that you have contact with. If you have done this and are unhappy with the outcome you can use our complaints procedure. This underpins our commitment to provide good quality services.

### COMPLAINT PROCEDURE

#### Stage 1

You can write to us or ask to **speak to the Project Manager**. You may be asked to provide a written statement of your complaint giving details including the name of the person you first dealt with, what has gone wrong and how you would like us to resolve



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the problem. The Project Manager will acknowledge receipt of your complaint within 5 working days and will endeavour to give you a full written reply within 10 working days.

### **Stage 2**

If you are not satisfied with the initial response to your complaint, or if your complaint involves the Project Manager, you should ask to **speak to or write to the Head of Operations at London Training & Employment Network, Unit 4 St Marks Studios, 14 Chillingworth Road, London N7 8QJ.**

The Head of Operations will acknowledge receipt of your written complaint within 5 working days and a full response will take no longer than 15 working days to allow time for appropriate investigations.

### **Stage 3**

If you are still dissatisfied with this response to your complaint, or if your complaint involves the Head of Operations, you should **write to the Chief Executive Officer at London Training & Employment Network, Unit 4 St Marks Studios, 14 Chillingworth Road, London N7 8QJ** marking the letter 'Private and Confidential – to be opened by addressee only'

The Chief Executive Officer will acknowledge receipt of your letter within 5 working days and a full response will take longer to allow time for appropriate investigations, but you will be kept informed about the action taken to date or being considered.

### **Stage 4**

If you are still dissatisfied with the response to your complaint you should **write to the Chair of the Board of Trustees, c/o London Training & Employment Network, Unit 4 St Marks Studios, 14 Chillingworth Road, London N7 8QJ**, who will try and acknowledge receipt of your letter within 5 working days. A full response will take longer as it allows time for appropriate investigations, but you will be kept informed about the action taken to date or being considered.

### **Stage 5**

If after stages 1-4 you are still not satisfied, please **write to the Chair again** who will report the matter to the next Board Members meeting, which will decide on any further steps to resolve the situation.

LTEN will keep a record of all complaints received and actions taken. See attached Complaints form.



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 Helping organisations grow.



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**COMPLAINTS LOG**

**Date .....**

**Complaints received by: .....**

**Name of complainant(s): .....**

.....

**Level of complaint (please circle)**

**Level 1**

**Level 2**

**Level 3**

**Level 4**

**Level 5**

**Details of complaint:**



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**Action taken:**

**Member(s) of staff dealing with complaint:**

.....

**Signature** .....

**Reported to Manager on** .....

**Signature of Manager** .....

**Print Name** .....

**Date** .....



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**Outcome:**

**Signed:** 

**Name:** REBECCA BROWN

**Position:** DIRECTOR/CHAIR BOARD OF TRUSTEES