



**LONDON**  
EXAMINATIONS BOARD

## COMPLAINTS POLICY

<b>Maintaining this document is the responsibility of:</b>	<i>Kevin Johns-Putra</i>
<b>Last review date:</b>	<i>31 July 2021</i>
<b>Next reviewed date:</b>	<i>31 July 2022</i>
<b>The following premises are covered in this document:</b>	<i>11 Regent Gate, 83 High Street, Waltham Cross, Hertfordshire EN8 7AF</i>
<b>Copies of this document can be found:</b>	<i>Company shared drive and the Learning Management System</i>
<b>Approved by CEO</b>	<b><i>Kevin Johns-Putra</i></b>

*If you have any queries about the contents of the policy, please contact LEB on +44 [0]1992 711963, email kevin@leb.education*

## **Introduction**

This document explains UK complaints procedures of London Examinations Board (“LEB”) and is provided for recognised LEB centres, learners, apprentices and all interested parties who encounter a direct or indirect service from LEB.

LEB values all centres delivering our programmes or apprenticeships and the learners who undertake them. Our aim, every day, is to exceed the expectations of our customers.

If a recognised centre, apprentice, student or customer feels that they have encountered a level of service that is below their expectations, that concern should be raised with LEB immediately. This is so that any issues or concerns can be addressed and we can improve.

## **LEB Internal Responsibility**

The Senior Leadership Team is responsible for the maintenance and compliance of this policy. If the CEO is absent the Executive Chairman will appoint another member of the Senior Management Team to ensure all LEB actions and activities are in line with the content of this policy.

## **Scope**

This policy covers complaints from learners, apprentices, members of the public or centres made in relation to the programmes, courses, apprenticeships and associated services offered by LEB.

It is not to be used to cover enquiries about services offered by LEB or appeals in relation to decisions made by LEB. These areas are covered by LEB’s Appeals Policy. Should a complaint be submitted which is actually an appeal, LEB will respond to inform the relevant party that the issue is being considered in accordance with LEB’s Appeals Policy.

If a centre, learner, apprentice or customer is unhappy about the way a programme or apprenticeship was or is being delivered or conducted, and they suspect malpractice may have occurred, they must inform LEB. This will be investigated in accordance with LEB’s Malpractice/Maladministration Policy.

See Appendix 1 for definitions

## **Centre Responsibility**

LEB suggest that centre staff members involved in the management, assessment and quality assurance of LEB programmes, apprentices and learners are made aware of the contents of the policy. A recognised centre must have a complaints handling procedure and appeals process in place.

## **Review Arrangements**

We will review the policy annually as part of our self-evaluation process and revise it as and when necessary in response to customer, apprentice and learner feedback or requests. We may also update this policy as part of good practice guidance issued by the regulatory authorities.

The annual review of this policy will be undertaken by the Senior Leadership team in accordance with the LEB published QA timetable. Any amendments or updates to this policy will be approved by LEB’s CEO and Executive Chairman.

If you have any points or feedback regarding this policy, please contact us via the details provided at the end of this policy.

### **How should I complain?**

All LEB staff members have been trained to help customers. If a centre, learner, apprentice or customer has a complaint, they should first try to sort out any problem at the earliest opportunity by speaking to a staff member of LEB. If preferred, a centre, learner, apprentice or customer can request to speak to a LEB line manager.

If this is not possible, or if the help provided by the line manager is not satisfactory, please send a written complaint (we would normally expect this to be within two weeks of the event relating to the complaint takes place), and address it to the CEO using the contact details outlined at the end of this policy

Anyone wishing to make a complaint against a LEB centre must first exhaust the complaints procedure with the specific LEB centre. If all channels have been explored, learners can make a direct complaint to the CEO of LEB's at its Head Office at *11 Regent Gate, 83 High Street, Waltham Cross, Hertfordshire EN8 7AF*

### **If I complain, what details should I have provide?**

LEB will request the complainant's full name and contact details including a daytime telephone number along with:

- a full description of the complaint (including the subject matter and dates and times if known);
- any names of the people you have dealt with so far; and
- copies of any papers, email, letters or documents relevant to the complaint.

### **Complaints brought to our attention by the End Point Assessors**

Where an End Point Assessors notifies LEB about failures that have been discovered in a programme or apprenticeship, these will be reviewed in the same manner as other external complaints in accordance with the procedures below to ascertain if the same issue could affect other LEB programmes and apprenticeships.

### **Confidentiality and whistle blowing**

LEB will investigate any issues or complaints that are reported anonymously.

LEB will consider each disclosure of information sensitively and carefully, and decide upon an appropriate response.

LEB will always aim to keep a whistle-blower's identify confidential when asked to do so, although we cannot guarantee this and we may need to disclose identity to:

- ✚ the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud);

- ✚ the courts (in connection with court proceedings) another person to whom we are required by law to disclose your identity; and
- ✚ other third parties where we consider it necessary to do so (e.g., the Awarding Organisation or End Point Assessors).

A whistle-blower should also recognise that he or she may be identifiable by others due to the nature or circumstances of the disclosure (e.g., the party which the allegation is made against may manage to identify possible sources of disclosure without such details being disclosed to them).

In most cases, LEB will keep a complainant updated as to the progress of any allegation (e.g. if an investigation is being undertaken). LEB will not disclose details of an investigation. In addition, it may not be appropriate for LEB to disclose full details of the outcomes of any investigation, due to confidentiality or legal reasons.

### **What will happen to my complaint?**

LEB will acknowledge receipt of a complaint within 48 hours, with details of who is investigating the complaint.

LEB will investigate any complaint within 10 working days. If a complaint is more complex, or involves people who are not available at the time, this may be extended to 15 working days. LEB may contact any person involved within this period to seek further information or clarification. At the end of the investigation LEB shall write/email to inform the complainant of the decision.

Information gathered during the complaints process may also be used by LEB as evidence to inform and review our approach to the development and delivery of apprenticeships and programmes.

### **What happens if a complaint is upheld?**

If any part of a complaint is upheld, LEB will respond to the complainant accordingly and give due consideration to how any improvement can be made in the future. For example, by reviewing procedures to assess the impact on LEB arrangements and delivery process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of LEB staff members is deemed inappropriate.

In situations where a complaint has been successful and indicates a failure in LEB processes, appropriate action will be taken. This may include:

- (a) identifying any other learner who has been affected by that failure;
- (b) correcting, or where it cannot be corrected, mitigating as far as possible the effect of the failure;
- (c) ensuring that the failure does not recur in the future; and/or
- (d) reviewing planned monitoring frequency of the centre, if an upheld complaint related to a centre, to ascertain if increased monitoring and/or support should be applied.

### **What if I am not happy with the reply?**

If a complainant disagrees with a decision, this can be discussed with LEB's management team.

If the complainant is still unhappy with the decision taken by LEB in reviewing the complaint, they can then take the matter to the Executive Chairman at LEB's registered office.

**Contact Details for Complaints**

<b>Department</b>	<b>Name</b>	<b>Role within LEB</b>	<b>Phone number</b>	<b>Email Address</b>
Apprenticeships	Karen White	Operations Manager	01992 711963 07711 665433	<a href="mailto:karen@leb.education">karen@leb.education</a>
Students & Staff	Kevin Johns-Purta	CEO	01992 711963 07966 312278	<a href="mailto:kevin@leb.education">kevin@leb.education</a>

## Appendix 1 Academic Appeals, Procedural Appeals and Complaints

	Definition	Example
<b>Academic Appeal</b>	<p>The term academic appeal relates to a learner believing that any piece of their work or assessment activity has been conducted or assessed unfairly, inconsistently or not in accordance with the outlined standards of a given apprenticeship assessment plan or specification of a qualifications awarding organisation.</p> <p>Learner retain the right at all times to appeal against an assessment decision made. This may be for a single assessment or against an overall grade or final outcome.</p>	<p>This may include a learner believing that the grade awarded to their submitted work or assessment performance does not sufficiently reflect the level of knowledge, skill and ability they believe they demonstrated.</p>
<b>Malpractice</b>	<p>This term relates to any activity or practice which occurs through deliberate actions, neglect or default of other practice contravenes regulations and compromises the integrity of the assessment process and/or the validity of certificates.</p>	<p>This may include a learner believing that the way in which a LEB assessor has conducted an assessment activity hindered their performance or did not fully allow them to best demonstrate their full range of knowledge, skills or ability.</p>
<b>Maladministration</b>	<p>This term describes any activity or practice which results in noncompliance with administrative regulations and requirements. It covers the application of persistent mistakes or poor administration within a centre (e.g. keeping inappropriate learner records).</p>	<p>This may include a learner believing that a centre has lost or mishandled their assessment evidence in a way that would contravene the requirements of the Awarding Organisation.</p>
<b>Procedural Appeal</b>	<p>The term procedural appeal relates to any centre or LEB customer believing that a process conducted or decision made by LEB has been done unfairly, inconsistently or not in accordance with outlined and agreed policy or procedures.</p>	<p>This may include decisions relating to a centre's application to deliver a LEB qualification, a sanction imposed by LEB following an investigation of malpractice or maladministration or a decision made by LEB in relation to a centre's request to make a reasonable adjustment or special consideration.</p>
<b>Complaint</b>	<p>The term complaint relates to any centre or LEB customer feeling dissatisfied with the level of service and believes it is below their expectation levels or that outlined by LEB.</p>	<p>This may include a centre not receiving sufficient levels of support as per their request or having their request dealt with in a timely manner.</p>