

JLMS Management Ltd (College. But Different)

Learner Complaints Reporting and Handling Policy:

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Version 7 – April 2023

Review date – April 2024

Learners wishing to complain must do so within 14 working days of the course/programme end date or any assessment with which they are dissatisfied.

It is ultimately the responsibility of the Head of the Centre, James Welsh, to ensure that this procedure is implemented, published and accessible to all personnel, learners and any relevant third parties. However, the Lead Assessor / IQA specific to each qualification are responsible for ensuring this information is fully understood by their qualification team and by the learners who commence courses/programmes in their area.

Should learners wish to complain about any services provided by JLMS Management Ltd (College But Different) they are advised to follow the procedure stated below.

In the unlikely event that learners exhaust this procedure and remain dissatisfied with the decision made by JLMS Management Ltd (College But Different) they may take their complaint to the Awarding Bodies *Incidents and Investigations Manager*. Where a learner remains dissatisfied after the complaint outcomes have been confirmed by the Awarding Body, they have a right to take the matter to the appropriate regulator¹.

Stage 1

An informal complaint can be made to the learner's assessor. The assessor should discuss the complaint with the learner and attempt to agree a way forward or a solution that suits both parties. Learners should allow the assessor sufficient time to investigate or remedy the grievance.

Stage 2

If the complaint cannot be resolved informally to the satisfaction of learners, or if learners feel that they cannot make an informal complaint to their assessor, the complaint should be submitted in writing using the JLMS Management Ltd (College But Different) Learner Complaints

¹ Office of Qualifications and Examinations Regulation (Ofqual) in England, Council for the Curriculum Examinations and Assessment (CCEA) in Northern Ireland, The Welsh Government in Wales and Scottish Qualifications Authority (SQA) Accreditation in Scotland.



Form to JLMS Management Ltd (College But Different) Helen Smith – Apprenticeship Operations Manager.

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Learners should use the Complaints Form to provide a detailed account of their grievance. The Complaints Officer will write to learners to acknowledge receipt of the complaint within 10 working days and outline the course of action to be taken.

The Complaints Officer will carry out an investigation, which will involve the relevant Lead Assessor/IQA (where required) and other members of personnel and will write to the learner within 20 working days with the findings and a decision as to whether the complaint was justified.

All Stage 2 complaints should be sent to:

The Apprenticeship Operations Manager
JLMS Management Ltd
Helen Smith
46 Leigh Road,
Eastleigh,
S050 9DT



Learner Complaints Form

Learners are required to complete this form when making a complaint and forward it to the Complaints Officer. (Helen Smith, JLMS Management Ltd, 46 Leigh Road, Eastleigh, S050 9DT)

Learner's name	
Address	
Email address	
Contact number	
Date complaint submitted	
Date on course/assessment	
Describe the nature of your complaint as fully as possible	
Learners Signature	
Date	

This policy will be reviewed annually on the date given at the start of this document

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Signed: *James Welsh*

Date: 18/04/2023

Name: James Welsh

Position: Managing Director, JLMS Management Ltd (College.But Different)