

Complaints Procedure & Policy



Potential powered up

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DOCUMENT CONTROL

Version	Name	Comment	Date
1.0	G. Dawkes	New issue as Leep Group	30.01.2026
1.1	N.England	Update to complaints procedure section 4.1	12.05.2026

Policy Statement

For the purpose of clarity, the term “Leep” refers to the family of Leep organisations – Back to Work, Leep Trade & Leep Talent.

1.0 PURPOSE

- 1.1 LEEP believes it is in everyone’s interest to resolve complaints as quickly as possible, as close to the source of the problem as possible, and where appropriate by informal means.
- 1.2 LEEP aims to ensure that all complaints received are dealt with promptly, fairly, professionally and in a non-discriminatory manner.
- 1.3 LEEP aims to ensure appropriate action is taken to resolve issues and will endeavor where appropriate to prevent similar occurrences.

2.0 SCOPE

- 2.1 This policy applies to complaints from any learner, former learner or external stakeholder who wishes to express dissatisfaction with an aspect of LEEP’s activities.
- 2.2 Any allegation made against a member of staff/volunteer regarding abuse will be dealt with under the Safeguarding Policy and Procedure.
- 2.3 Other policies and procedures that work in conjunction with the Complaints procedure are Staff Grievance Policy, Safeguarding Policy and Procedure, Equality and Diversity Policy, Fees Policy, Academic Appeals procedure, Internal/External Assessment policies including appeals and Student Disciplinary Procedures. Complaints may be dealt with under any of these policies and procedures as LEEP considers appropriate in the circumstances.
- 2.4 A complaint must be made within 3 months of the event that gave rise to it.
- 2.5 LEEP endeavours to deliver high standards at all times to its learners and stakeholders. Learners, former learners, and stakeholders may complain about any aspects of LEEP’s activities.
- 2.6 LEEP reserves the right not to investigate complaints it considers to be vexatious or malicious at any stage. If LEEP deems this to be the case, the complainant will be informed in writing. Making of vexatious or malicious complaints could result in disciplinary action.
- 2.7 LEEP will not normally deal with anonymous complaints and will do so only exceptionally at the providers discretion.
- 2.8 If interviews are deemed necessary, the Investigating Officer may have another member of staff present in all meetings with the parties involved.
- 2.9 LEEP staff have the right to terminate any meeting or interview if they feel

that the behavior of any of the parties involved is inappropriate.

- 2.10 All funding partners and commissioners will be notified of any associated complaints

3.0 PROCEDURE

3.1 Stage 1 - Informal stage

- 3.2 It is expected that day-to-day concerns will be raised and resolved promptly and informally between a complainant and his/her subject trainer, assessor or other appropriate member of staff (including manager of department/ function the complaint is concerned with).

3.3 Stage 2 – Formal Stage

- 3.4 When it is felt that an issue has not been resolved satisfactorily at the informal stage, or is of a sufficiently serious or complex nature that it should be dealt with formally, a complainant should submit his/her complaint, in writing, on the appropriate form (Appendix 1) to complaints@leepgroup.com or following the electronic complaint form link on the relevant company website.

- 3.5 The complaint will normally be acknowledged within 3 working days of its receipt. It will then be forwarded to the appropriate Senior Management Team (SMT) member who will appoint an appropriate manager/member of staff to investigate and determine the complaint. After investigating and determining the complaint, a written response with findings will be sent to the complainant.

- 3.6 The complainant may be invited to meet with a manager or member of LEEP staff to resolve the complaint.

3.7 Stage 3 - Appeal Stage

- 3.8 The complainant will receive a written outcome response of the stage 2 decision and this will normally be provided within 10 working days by the Group Director of Quality and People.

- 3.9 If your complaint is not resolved to your satisfaction at Stage 2, you may seek to appeal the decision by sending a written request for appeal to the Group Director of Quality and People, within 5 working days of the date of the providers decision at Stage 2. Your request must be based on one or more of the following grounds, that:

- the complaint procedure was not followed
- new material evidence has come to light which was not reasonably available at the time of the complaint investigation
- the outcome of the complaint was unreasonable

- 3.10 The appeal request will normally be acknowledged within 3 working days of receipt by the Group Director of Quality and People.

3.11 If it is determined by a member of the Senior Management Team that none of the above grounds are disclosed, LEEP will not further consider your complaint at Stage 3.

3.12 If it is determined by a member of the Senior Management Team that one or more of the above grounds are disclosed in your request for an appeal, you will be invited to submit detailed information in support of your appeal, including an indication of the resolution or outcome you are seeking, and to provide copies of all documents upon which you wish to rely as part of your appeal. The appeal will be considered and determined, normally on paper, by the nominated member of the Senior Management Team.

The nominated member of the Senior Management Team will determine an outcome which may include overturning the Stage 2 decision (in whole or in part) or upholding the original decision at Stage 2.

3.13 If a review meeting is required, you may be accompanied and/or represented by a fellow colleague/learner or family member. You may not be accompanied or represented by a legal representative. You must confirm to LEEP the identity of your proposed companion at least 2 working days before the date of the meeting.

3.14 Following an appeal being considered and concluded by a nominated member of the Senior Management Team, you will be notified in writing, with reasons, of the decision made on your appeal. This will normally be within 10 working days. This decision is final and there will be no further right of appeal within LEEP.

4 Stage 4 - External complaints

4.1 If you remain dissatisfied following your complaint being considered at Stage 3 of the complaints procedure then you may be able to raise a complaint to:

If you are a learner/ user and have a specific complaint to the way in which a qualification is being delivered, first step:

- Escalate the complaint to the awarding body.
- In the instance that you are still unhappy, please escalate the complaint to the relevant qualification regulator.

All Complaints: The Education Skills Funding Agency by:

- Sending your complaint to: Complaints Team, Cheylesmore House, Quinton Road, Coventry, CV1 2WT

E-mailing your complaint to complaintsteam@sfa.bis.gov.uk Further information relating to the Education and Skills Funding Agency's complaints procedure is available via the following link:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

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5. Monitoring Quality Assurance and Control

- 5.1 The Group Director of Quality and People will monitor the overall operation of the procedure to ensure that it is effective.
- 5.2 All complaints and outcomes are logged for the purpose of trends analysis by Senior Managers.
- 5.3 For all communications related to complaints please email: HR@leepgroup.com.

Appendix 1 - Complaint Form (CF1)

To be completed by the Complainant

Full Name:

Contact Address:

Telephone Number:

Course of Study:

Email Address:

Please describe the steps you have taken to resolve your complaint informally.

Please give clear and precise details of your complaint? (Continue on a separate sheet if necessary)

What would you consider to be an acceptable outcome

Are you:

- | | | | | | |
|--------------------------|-------------------|--------------------------|----------------------------------|--------------------------|----------------|
| <input type="checkbox"/> | A Learner | <input type="checkbox"/> | Representing a group of learners | <input type="checkbox"/> | Former Learner |
| <input type="checkbox"/> | A Parent/Guardian | <input type="checkbox"/> | External stakeholder | | |

Signature

Learner signature *(if form completed by a representative)*

Date

To be completed by the person logging the complaint

Form received by (please print):

Department

Date

Copy sent to (name of manager dealing with the complaint)

Department

Date

Date copy sent to Group Director of Quality and People

Date

Learner Complaints Procedure Summary Flowchart

