

learndirect

Customer Queries & Complaints Policy

Please tell us what you **think!**

We at **learndirect** welcome feedback and complaints from all customer interactions.



01202 006346
learndirect.com

 **learndirect™**

Inspiring **people** to realise their **potential**

Our commitment to handle customer contacts

At **learndirect** we are committed to handling all customer interactions quickly, accurately and fairly.

We aim to fully resolve any concerns or problems you may have immediately. If there is anything we cannot resolve immediately, we will explain why we are unable to do so and what we are going to do to speed up the resolution.

We recognise that feedback from customers is vital in helping us further improve the services that we offer. We therefore record and analyse information that you give us to ensure that we get to the root cause of any issues you may have.

This allows **learndirect** to focus the necessary resources in minimising issues and allows continual improvement. It also shows any training gaps which may occur and enables **learndirect** to take immediate action to fix these training deficiencies.



How to Contact Us

If you are a **learndirect** customer, the quickest way to get a question or query answered would be to contact your tutor or trainer/assessor.

In addition we have a 'help' section on our website where you can find lots of useful information to help solve any problems you might have with your learning
(www.learndirect.com/help/faqs/)

If you are not currently a **learndirect** customer, or if you are unable to resolve your query via the above method, you can:



Call us on **01202 006346**
(available from
Monday-Friday 9am-5pm)



You can also email us at
**customerservices@
learndirect.com**



Write to us at Customer Service
Department, Stonebridge House,
42 Ocean View Road, Bude,
Cornwall, EX23 8ST



What we need to know from you

For us to be able to handle your query effectively we will need the following information when you contact us:

- Your full name
- The full name of the course you are studying
- Your user name/student reference number (if applicable)
- Full detail on what your query or concern is

If you wish to remain anonymous, then we will attempt to handle your query, though it might not always be possible, we will then advise what we can or cannot do to assist.



How we will deal with your complaint or query

STAGE 1

Advise the **learndirect** staff member you work most closely with of your query or complaint and give them chance to resolve the matter directly. Due to the nature of some queries this could take up to 5 days investigate fully. If you remain unhappy with the outcome, or how long it is taking, or if you feel it inappropriate to raise the issue with this staff member, please proceed to Stage 2.

STAGE 2

Contact us via any of the means described in the 'how to contact us' section of this policy. We will aim to give you an answer as soon as possible and if we cannot, you will receive an update or resolution within 7 calendar days*.

STAGE 3

If you remain unhappy with the outcome of your query or complaint, you will be required to put your concerns in writing and send a letter to the following address:: The Office/2nd Line Customer Service Manager, Customer Service Department, Stonebridge House, 42 Ocean View Road, Bude, Cornwall, EX23 8ST.

The Office/2nd Line Customer Service Manager will then look at how your query or complaint was initially investigated. They will also look at the initially query or complaint and the action carried out to resolve the issue. The Office/2nd Line Customer Service Manager will speak with the relevant people involved in the query or complaint to date and the actions each person took. This investigation will be completed within 14 calendar days* and they will send a response by letter to all involved with the findings and outcome of the investigation.

*This may be longer over public holidays and Christmas/New Year period.

How we will deal with your complaint or query

There are some exceptions to this process. Complaints or queries involving discrimination, prevent or safeguarding issues should go straight to Stage 3. These areas are broken down into more detail below:

Discrimination based on:

- Age
- Sex
- Race, religion or belief
- Sexual orientation
- Disability
- Pregnancy or maternity
- Marriage or civil partnership
- Gender reassignment

The government's counter terrorism strategy (Prevent):

- Stopping a terrorist attack that you may have become aware of
- Stopping people becoming terrorists, if you are concerned about someone who may be in this situation and wish to make a complaint
- Radicalisation within an educational environment

Any of the following, relating to yourself or another person (Safeguarding):

- Physical abuse
- Sexual abuse or inappropriate conduct
- Emotional or psychological abuse or bullying
- Financial abuse



External query / complaint review

Stage 3 is the final stage of internal process. If after following the previous stages and processes, you remain unhappy with the outcome of your query or complaint, we will advise you of any third parties that you can pursue your query or complaint with. This can depend on the type of learning that you have been doing and the type of query or complaint you have.

For funded learners, the Education Skills Agency (ESFA) will investigate complaints if the Learndirect process has been concluded. The ESFA policy can be found at: <https://www.gov.uk/government/publications/sfa-complaints-procedure-about-providers>

Customers undertaking courses funded by the Department of Work and Pensions (DWP) can go to the Independent Case Examiner (ICE) if they remain unhappy with the outcome of their query or complaint once the **learndirect** process has been concluded. Further details can be found at: <https://www.gov.uk/complain-independent-case-examiner>.

Customers undertaking courses funded by Skills Development Scotland, contact SDS directly.

