



# Learner Complaints Policy

Version Control				
Version	Author	Date	Changes	Review Date
1.1	E Merrick	06/09/2022	Policy creation	06/09/2023
1.2	D Priestley	04/10/2023	Policy review	03/10/2024
1.3	D Priestley	03/12/2024	Policy review	03/10/2025

## **Learner Complaints Policy**

### **Purpose of Policy**

This policy should be used when a learner has made a complaint. It is designed to provide a framework for resolving the complaint.

### **Who does this policy apply to**

All learners and Aim2Learn Ltd employees.

### **Equality and Fairness**

Aim2LearnTraining Ltd (A2L) is proud to demonstrate its commitment to upholding the principles of Equality and Diversity by ensuring that no complainant will be treated in an unfair or biased way in respect of any protected characteristic (age, disability, race, religion or belief, sex, sexual orientation, transgender, pregnancy or by virtue of marriage or civil partnership).

The ethos of A2L is to ensure consistent, fair and confidential complaint or grievance handling and to resolving complaints as soon as possible.

### **Complaints Procedure**

The following procedures should be followed to deal with learner complaints:

- In the first instance complaints should be directed to the learner's tutor. If the matter cannot be resolved to the learner's satisfaction, then a formal complaint may be made in writing via email and sent to [hr@aim2learn.org](mailto:hr@aim2learn.org)
- On receipt of a complaint, it will be allocated to the most appropriate member of staff for action. A formal response must be sent to the learner within 10 working days of receipt of the complaint.
- The responsible staff member is responsible for ensuring it is investigated in a fair and unbiased manner, interviewing witnesses, collecting statements, considering any relevant policies and holding meetings with relevant parties.

- The responsible staff member will provide the learner with their decision on the complaint outcome via a written formal reply and ensuring that all paperwork and evidence has been stored securely.
- If the learner does not feel the issued has been resolved they can appeal the decision by emailing [hr@aim2learn.org](mailto:hr@aim2learn.org) stating their reasoning for the appeal. HR will escalate the appeal to the Director. A formal response must be sent to the learner within 10 working days of receipt of the appeal.
- The Director will review all the evidence collected by the responsible person, they will conduct any additional investigations deemed necessary.
- The Director will provide the learner with their decision on the appeal outcome via a written formal reply and ensuring that all paperwork and evidence has been stored securely.
- The Director’s decision will be final.

Where the complaint revolves around assessment decisions, course work, etc., the learner has the right to appeal to the relevant awarding body for a final decision:

Highfield – Sustainability, Retrofit, SIA, First Aid

NCFE – Functional Skills

Pearsons - Telecommunications