



COMPLAINTS POLICY

We hope that you enjoy your time with Leader as Coach and that we deliver an excellent programme and service, which helps you to realise your career and personal goals; and that ultimately you would recommend us to a friend. However, we recognise that sometimes we may not get it right and, when that is the case, we value your feedback and the opportunity to put it right. You will never suffer disadvantage as a consequence of making a genuine complaint.

Under the complaints policy Leader as Coach can look at:

1. Issues around the administration or operation of process or service provided by Leader as Coach, e.g. the on boarding processes
2. The delivery or administration of your course, e.g. quality of tutoring
3. The conduct of a member of the academic or support staff of Leader as Coach, e.g. discrimination
4. Subject to the following exceptions, any other matter concerning the operation of Leader as Coach which adversely and unfairly affects you, and which is under Leader as Coach's control.

Leader as Coach will not consider complaints in relation to:

1. Other training provider courses or services (e.g. higher education certificates, degrees or masters degrees awarded by companies that are not associated with Leader as Coach). In those circumstances you should follow the process in relation to the organization that owns those services.
2. Externally-set examinations or accreditations, e.g. professional qualifications or end-point assessment, which should be directed towards the relevant body (please note that you can speak to Leader as Coach about concerns you have with external examinations or accreditations, but as they are not within Leader as Coach's control we cannot accept complaints about them)
3. Issues which are subject to court or tribunal proceedings and those proceedings have concluded, or the matter is the subject of court or tribunal procedures that have not been stayed
4. Your employment.

Anonymous complaints

Anonymous complaints may be considered by Leader as Coach. Whether, and how, they are investigated shall be determined by a member of the management team. Leader as Coach will seek to resolve complaints in a timely manner and the Leader as Coach staff tasked to investigate complaints will do so impartially and objectively.



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Making a complaint

Complaints can be made by writing to us at hello@leaderascoach.co.uk

If you have a complaint about an individual, we ask that you do not raise it in a public forum (e.g. a forum or focus group). Complaints should be made as close as possible to the issue about which you are complaining. This will ensure that we can properly investigate and resolve the issue.

Once you have raised a complaint, the member of staff working on your case will seek to resolve the matter as soon as possible, however, please do allow up to 28 days for a response. In trying to resolve the complaint, we may liaise with other members of Leader as Coach staff, and if the complaint is against a member of staff or another learner, the member of staff or learner will be told of the complaint against them and given the opportunity to respond to it.

In exceptionally serious cases, and in particular where disciplinary action against a member of staff or learner may be necessary, your complaint will be escalated to a member of the management team at Leader as Coach. We hope that your concern will be dealt with to your satisfaction. However, if you are not satisfied with the result, then you can re-open the case.

Not satisfied with the response?

If you are not satisfied with our response you can open a new case. In these circumstances, it will be escalated to a manager within the team for investigation. You should do so as soon as possible after our response, and within 40 calendar days of the issue you are complaining about. You should provide any documentation or evidence you are relying on to support the complaint, and detail the remedy you seek. The process will not be bound by legal rules of evidence. Where the complaint is against a member of staff or another learner, they will be approached and given the opportunity to respond to the complaint. You may also be contacted to provide further information as part of the investigation. You will be notified of the findings and recommendations of the investigation in writing (normally by email) and any relevant information that informs the findings and the action, if any, to be taken.