



COMPLAINTS POLICY AND PROCEDURE

Complaints Policy

LITC is committed to providing a high level of service to our learners, students and customers. If you do not receive satisfaction from us we need you to tell us about it. This will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact our Compliance Manager, Kum Chi via email at kum@litc.org , or by phone on 02033970303. Alternatively, you can write him a letter addressed to: LITC, 5th floor, Blue Star House, 234-244 Stockwell Road, Brixton, London SW9 9SP

Next steps:

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 2-3 working days of us receiving your complaint.
2. We will record your complaint in our central register within a week of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 2-3 working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps:
 - We may ask the member of staff who dealt with you to reply to your complaint within 5 days of our request;
 - We will then examine the member of staff's reply and the information you have provided for us. If necessary we may ask you to speak to them. This will take up to 4 days from receiving their reply.
5. The Compliance Manager will then invite you to meet in person or online to discuss and hopefully resolve your complaint. They will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting the Compliance Manager will write to you to confirm what took place and any solutions they have agreed with you.
7. If you do not want a meeting or it is not possible, the Compliance Manager will send you a detailed reply to your complaint. This will include his suggestions for resolving

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- the matter. They will do this within 5 days of completing his investigation.
8. At this stage, if you are still not satisfied you can write to the Chairman of the Management Committee, who will review the Compliance Manager's decision within 10 working days.
 9. We will let you know of the outcome of this review within 5 days of the end of the review. We will write to you confirming our final position on your complaint and explaining our reasons.
 10. If you are still not satisfied with the outcome you may appeal directly to the awarding organisation responsible for the accreditation of your qualification (where applicable). See links below:

[AAT](#)

[ActiveIQ](#)

[ATHE](#)

[CACHE \(ncfe\)](#)

[VTCT](#)

11. If you are still not satisfied, you can contact OFSTED, by writing to the:

The National Complaints Team Ofsted National Business Unit Piccadilly Gate
Store Street Manchester M1 2WD

If we have to change any of the time scales above, we will let you know and explain why.

Data Protection

In the event of feedback being received from another party (such as an MP, family member or carer) on behalf of a customer, we must ensure we comply with LITC's Data Protection Policy and not disclose any information related to the customer until a signed Letter of Authority is obtained from the customer.

REVIEW

This policy and arrangements will be reviewed annually by the Quality Assurance Manager

Reviewed by: Cecile Abah

Date: 18/01/2023

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