



Talkback - Praise, Suggestions and Complaints Process 2023/24

Document Information

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Scope of Document	This policy applies to learners, external stakeholders, clients or visitors using LCBT services.	
Objective	To outline procedures for sharing and raising feedback in relation to Equality, Diversity and Inclusion including the LCBT services.	
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Praise, Suggestions and Complaints

1. Purpose

1.1 London College of Beauty Therapy (herein referred to as “LCBT”) is resolute in its determination to produce the highest quality education and training provision alongside top quality educational services and is determined to be known for excellence in all that it does.

If you are pleased with the service that you have been provided with or have suggestions regarding our services, we welcome these comments. However, we accept that sometimes our service to learners, external stakeholders, clients or visitors falls short of these standards. If you are dissatisfied in any way with our service, we would like to hear from you to see how we can rectify matters.

1.2 Anonymous feedback cannot receive a response but may still be investigated.

1.3 Abusive feedback containing offensive language will not be treated seriously and may result in appropriate action being taken.

1.4 Some people prefer to write a letter or email outlining their praise, suggestion or complaint. This method is also acceptable so long as the person’s name and address or contact details are included.

1.5 The complete College Talkback Procedure has five stages and is explained below.

1.6 The College Talkback procedure is not to be used by college staff. Staff members are encouraged to speak with the appropriate manager.

2. Praise and Suggestions

2.1 Praise and suggestions provided through the Talkback procedure are valuable to the College as a whole. These comments are recorded and passed on to the relevant departments and/or persons to review.

2.2 A response will be forwarded to acknowledge praise and suggestions through talk back within 10 working days. Praise and suggestions raised through talkback will be shared with the relevant departments or persons and discussed at Senior Management meetings.

2.3 Praise and Suggestions will also be used as part of the colleges annual self-assessment review to identify areas of best practice and how we can improve college practices.



2.4 The college may also use any praise and suggestions in our marketing material to demonstrate our commitment to listening to views in order to provide a high-quality education and training service.

3. Complaint - Stage One. Informal approach

3.1 Complaints of a minor nature should be raised immediately with a member of LCBT staff responsible with the aim of resolving the problem directly and informally. It is anticipated that the vast majority of complaints will be resolved in this way.

3.2 Learners and/or parents making a complaint should firstly contact the Personal Tutor/s or relevant staff member. The member of staff contacted will then take into account all relevant facts, needs and interests of all concerned and use their discretion to resolve the matter with due sensitivity.

3.4 Visitors or external College stakeholders should contact the relevant Department Manager for the area concerned; alternatively follow Stage Two of these procedures.

3.5 If you don't feel comfortable discussing your complaint or suggestion with a member of staff directly, you can email talkback@lcbt.co.uk to raise your complaint formally. Your email will be directed to an appropriate member of staff who will respond via email or by telephone within 10 working days to discuss your concerns in confidence and help you with the process of resolving the matter.

3.6 This support can be offered directly or refer you to other departments for particular help. The Customer Services Team can also support or direct you to appropriate members of staff who can aim to resolve queries or complaints or to complete a Talkback form if required.

3.7 The Stage One process is generally considered to be an informal process for raising concerns and any staff involved will be encouraged to share the experience where the effectiveness of the area may benefit.

3.8 Our feeling is that the majority of complaints/issues/problems are capable of being resolved at Stage One within a target of ten working days.

3.9 If you are still not satisfied with the response to your complaint, you should use Stage Two of the procedure outlined below.

4. Complaint - Stage Two. Formal Approach

4.1 We appreciate that there may be occasions where the Stage One process is ineffective, and a more formal approach is necessary.

- 4.2 Where it has not been possible to resolve matters to your satisfaction under Stage One, you should notify us formally by:
- **writing** to the dedicated Talkback email address talkback@lcbt.co.uk or via post to: LCBT, Ramillies House, 1-2 Ramillies Street, London, W1F 7LN
- 4.3 Should Customer Services, a member of the Senior Management Team (SMT), Managers or the Executive Board (EB) be sent details of a complaint directly, this will be forwarded to the Talk Back email as soon as possible for the complaint to be formally logged and processed appropriately.
- 4.3.1 Only once talkback receives the complaint, will the response timescales provided within this policy apply.
- 4.4 Your complaint must be specific and comprehensively documented. You should present full details, including:
- your name, address, and contact information
 - any relevant documentation, dates, locations, and witnesses as appropriate
 - any previous unsuccessful attempts at resolution
 - what reasonable steps should be taken to resolve the complaint
- 4.5 The Administration Assistant will then approach the relevant Manager on your behalf to try to facilitate a resolution of your complaint.
- 4.6 You will receive a response from the relevant Manager via Talkback of your written complaint within 10 working days, although at times they may contact you sooner than this to obtain further information or details in order to effectively investigate your complaint. You will then receive a final response on the outcome of your complaint within the 10 working days.
- 4.7 Communication with you will be via your preferred route, i.e. post, email or telephone. If a preferred route isn't indicated, the response will more than likely be via the medium that the complaint was initially sent.
- 4.8 The relevant manager will notify you in writing of the result of your complaint and the reasons for the decision. If your complaint is about the Administration Assistant for Education & Training or the manager dealing with your complaint, you can email talkback or complete a talkback report form (Stage Three)
- 4.9 If you want to talk to someone first you should email talkback@lcbt.co.uk stating this and request for a call back providing your contact details.
- 4.10 After you have made your complaint
- Your complaint will be fully investigated

- You will receive a written response within ten working days of acknowledgement, setting out the result of the investigation and the action that will be or has been taken. If the investigation is likely to exceed ten working days, we will contact you and inform you when we expect a response will be available. Once you have received your written response the complaint will be closed.

5. Complaint - Stage Three. Appeal

5.1 If the complaint under Stage Two is closed but you feel that it remains unresolved, you can appeal to Talkback@lcbt.co.uk within 5 working days of the closure of the Stage Two complaint. Please include:

- the date of your initial complaint
- full details of your concern in your appeal letter as to why you feel the matter has not been resolved.

5.2 Your appeal will be acknowledged prior to an investigation. Under normal circumstances you will receive a full response within ten working days.

5.3 The team dealing with your talkback correspondence can be contacted via:

- writing to Praise, Suggestion and Complaints, London College of Beauty Therapy, LCBT, Ramillies House, 1-2 Ramillies Street, London, W1F 7LN
- email to talkback@lcbt.co.uk

5.4 When we receive your correspondence:

You will under normal circumstances receive a written response within ten working days setting out the result of the investigation and the action that will be or has been taken. If the investigation is likely to exceed ten days, we will contact you and tell you when we expect a response will be available. Once you have received a written response to the appeal it will close the complaint and appeal.

6. Complaint - Stage Four– Final Appeal

6.1 If the appeal under Stage Three is closed but you feel that it still remains unresolved, you can appeal to the College’s Executive Board (EB) within 5 working days of the closure of the Stage Three appeal. Please include:

- the date of your initial complaint
- full details of your concern in your appeal letter and as to why you feel your complaint has still not been resolved

6.2 Your appeal will be acknowledged prior to an investigation.

6.3 Please write to Talk Back – talkback@lcbt.co.uk with full details of the complaint, all information from the previous stages and indicating why you feel the complaint is still not resolved.

6.4 Under normal circumstances you will receive a full response within ten working days. If the investigation is likely to exceed ten days, we will contact you and tell you when we expect a response will be available. However, you must have followed stages one to three prior to this, in order for a final decision/outcome to be concluded.

This is the final internal stage of the complaints procedure and the Boards decision is final.

7. Unresolved Complaints

Stage Five-

7.1 If you are dissatisfied with the outcome of your final appeal following Stage 4 of the complaints process and you feel the matter is unresolved, you can appeal the decision made by LCBT.

7.2 If your complaint is in relation courses for post-19 students, Advanced Learning Loan and Apprenticeship programmes, you can direct your appeal to the Education and Skills Funding Agency (ESFA). You must contact the ESFA within 3 months of getting a decision from LCBT.

Complaints about providers should be addressed to the Complaints Team, Education and Skills Funding Agency (ESFA), Cheylesmore House, Quinton Road, Coventry, CV1 2WT or by email to complaints.ESFA@education.gov.uk

For more information on the ESFA complaints procedure please go to the following link: <https://www.gov.uk/complainfurthereducationapprenticeship>



7.3 If your complaint is in relation courses for students aged 16 to 18 or up to 25 years old and have an EHCP, you can direct your appeal in writing to the EFA Institutions – Complaints, Providers, Standards and Intervention, Education Funding Agency, Earlsdon Park, 55 Butts Road, CV1 3BH or follow the below link to complete the ‘Contact Us’ form online.

<https://www.education.gov.uk/help/contactus/efa>

For more information on the ESFA complaints procedure please go to the following link: <https://www.gov.uk/government/publications/complaints-about-post-16-efa-funded-institutions/how-to-complain-about-post-16-efa-funded-institutions>

8. How we value feedback

8.1 The College takes the view that complaints provide valuable feedback so that we can improve our service. Complaints are welcome and you should not feel concerned that there will be negative consequences to you personally if you make a complaint.

8.2 In addition to wanting to deal quickly and effectively with any complaints, the College is also very pleased to receive praise or suggestions for how things can be improved.

8.3 Whilst the use of Social networking sites such as Facebook and Twitter are supported, it is not recommended that feedback is given this way when it involves a complaint, and that a more secure alternative is used so it can be appropriately logged and responded to.

Positive feedback and praise for any learners or staff are greatly appreciated and can be provided by many means, including those set out in this policy.

8.4 A confidential record will be maintained by the Administration Assistant for Education & Training relating to all correspondence with the college relating to praise, suggestion, or complaint.

8.5 This record will be carefully monitored:

- To acknowledge praise from our stakeholders.
- To ensure suggestions are considered and responded to.
- To ensure that complaints are properly addressed and that the time frames specified are kept to identify where improvements can be made to the services and operations of the College.

9. Reporting

- 9.1 An annual report to LCBT's Senior Management Team and Executive Board will be submitted to provide an overview of the nature of praise, suggestions, and complaints along with improvements that have been made as a result.
- 9.2 An annual report along with an action plan will be conducted and published at the end of each academic year to review the effectiveness of the Praise, Suggestions and Complaints Procedure.

10. Data Retention

- 10.1 Complaints, Praise and suggestions received by the college will be retained for a total period of seven years. The information retained will include:
- All correspondence relating to the praise/suggestion/complaint.
 - All items relating to the decision being made for each stage of the process.

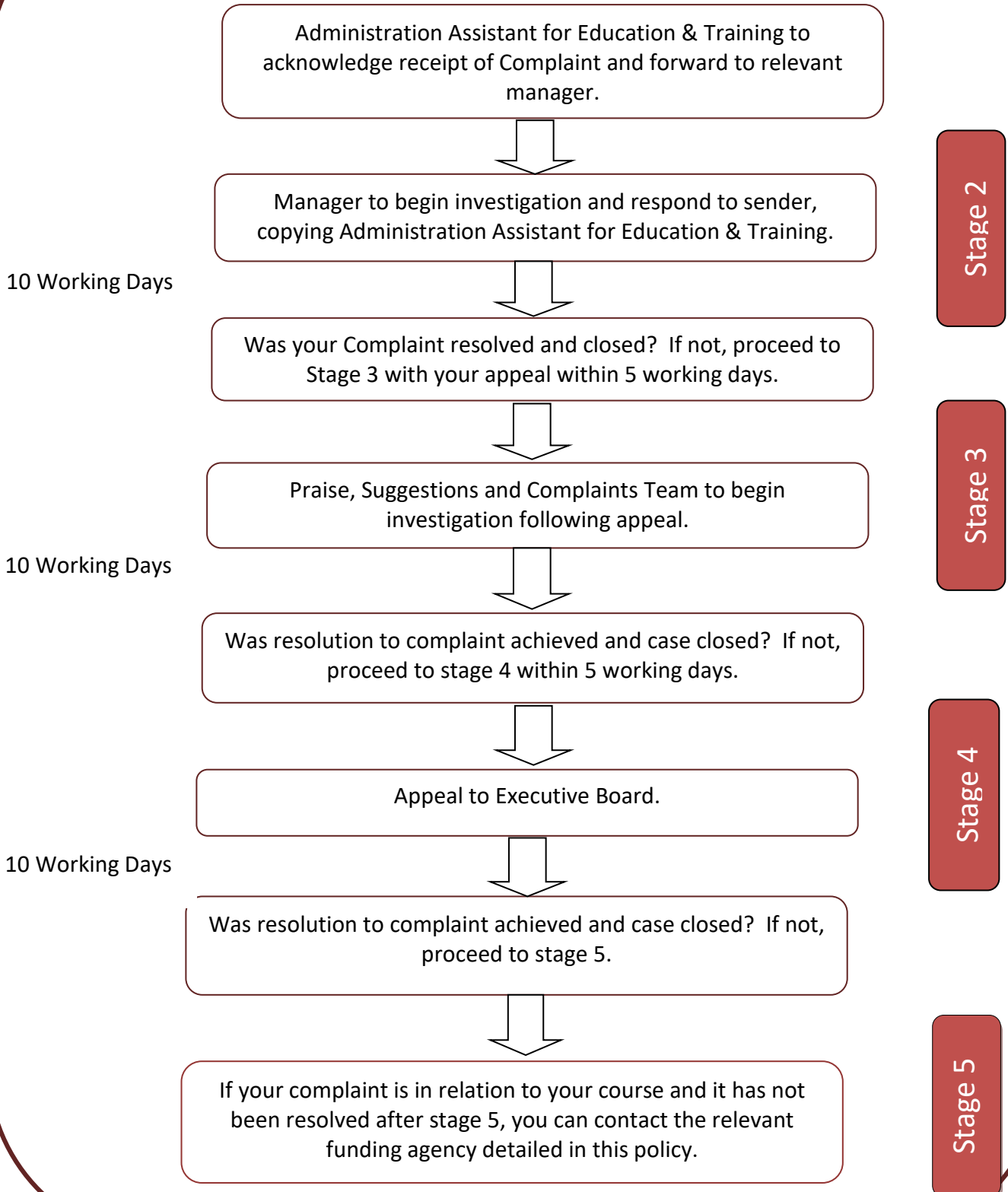
11. Availability

- 11.1 This procedure can be accessed by anyone via:
- the College external website
 - Emailing Talkback@lcbt.co.uk

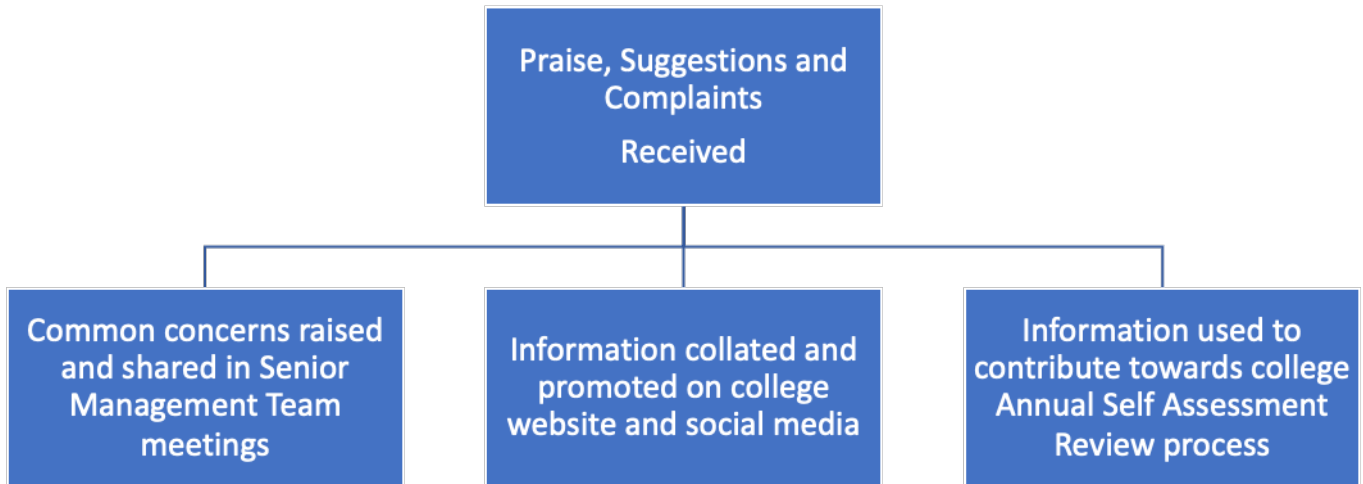
If you require a copy of the Praise, Complaints and Praise procedure in Braille, large print or another language, please request this via the college main switchboard by contacting 020 7208 1300 or email talkback@lcbt.co.uk.

Complaints Procedure Flow Chart

The Process and Our Response Times



Praise, Suggestions and Complaints Review process



Amendment Record

Date	Issue No.	Section/Page	Details of Change	Authorised By:
18.11.16	3.0	All	Response time to complaints vary from 5-10 working days	Executive Board
18.11.16	3.0	3,5 & 10	All talkback correspondence to be acknowledged by Administration Assistant	Executive Board
01.02.17	3.0	ALL	General review	Executive Board
19.07.17	4.0	Page 6 &10	Report to Head of Safeguarding	Executive Board
23.8.17	5.0	3, 10	Timescale to appeal to LCBT	Executive Board
23.8.17	5.0	3	Informal approach amended to contact relevant staff member – not Programme Manager	Executive Board
31.08.18	6.0	7 / Page 7,8	Updated Email Address for complaints to be made to the ESFA	Executive Board
23.12.19	7.0		General review and Update	Executive Board
10.06.21	8.0	All	General review and Update	Executive Board
19.11.21	9.0	All	General review and Update	Executive Board
09.08.22	10.0	All	General review and Update	Executive Board
16.04.2024	11.0	All	General review and Update	Executive Board
17.04.2024	12.0	7.3	EHCP Review	Executive Board