



## **LBBA**

### **Principles**

LBBA is committed to providing education and services of the highest quality. It aims to provide a supportive environment for our learners, lecturers and staff.

We regard both formal and informal feedback, both negative and positive, as a valuable resource to help us improve the quality of our services and provision. The Complaints Procedure is designed to enable anyone within the College to bring matters of concern to us.

The procedure aims to be simple, clear and fair to all parties involved.

Based on the belief that complaints are serious and should be investigated promptly and dealt with as closely as possible to their origins.

## **Complaints Procedure**

### **Who Can Use The Complaints Procedure?**

This procedure is for use by any student studying with us or prospective student, who seeks or receives a service from the College or any person who is directly affected by the activities of the College.

### **Guidelines for Making and Handling Complaints**

All complaints will be taken seriously and, as far as is reasonable, be treated in a consistent fashion throughout the College. In line with our equal opportunities policy, all complainants will be treated equally and students who make complaints will not suffer any disadvantage or discrimination as a result of making a complaint.

Only where complaints are proven to be malicious or vexatious might there be recourse to disciplinary investigation and possible sanction against the complainant. As a general rule, complaints which are made more than ONE month after the incident or action which is the subject of the complaint will not be investigated.

### **Confidentiality**

All complaints will be handled sensitively and with due consideration to confidentiality for all concerned. Any person named in a complaint, however, will be informed of the complaint and will have a right of reply as part of the investigative process.

As well as information may be needed from other members of staff or students should investigation be needed.



### **Complaints to the DOS, Directors or Senior Members of Staff**

Any complaint received directly by the DOS, but will be overseen by the Committee.

The procedure aims to be simple, clear and fair to all parties involved and seeks to allow issues to be resolved quickly and fairly, and to minimize stress.

Therefore Informal resolution is encouraged at every stage of the process. The use of the formal complaints procedure should only be taken as a last resort.

For third party view on complaints regarding LBBA the students can consult Father Michael and take his independent support from:

Our Lady of La Salette and Saint Joseph Catholic Church  
Parish Priest: Canon Michael Cooley  
14 Melior Street, London SE1 3QP  
020 7407 1948

### **Stage 1 - The Informal Stage**

The College believes it is in everyone's interest to resolve complaints as quickly as possible, as close to the source of the problem as possible, and by informal means in preference to formal ones. Dealing with small problems or areas of concern as they arise will often prevent them becoming larger problems which are harder to resolve.

Therefore, all are encouraged to raise any issues at an early stage and to discuss the matter with the person responsible for the issue and copying and informing the DOS.

### **Complaints Procedure**

This can be done by: An email or letter sent to the appropriate person and ensuring Dos is aware and has a copy of the email or letter.

Informal complaints would normally be responded to within 7 working days of receipt of the complaint. Should the person complaining feel the matter was not dealt with fairly and are not satisfied then a meeting with the DOS should be booked to discuss the matter further. The DOS will then intervene and try to resolve the solution and come up with solutions to satisfy and conclude the matter fairly and quickly.



Should this fail then the Formal Stage should be applied only as a last resort.

### Stage 2 - The Formal Stage

Every effort should have been made by complainants and staff to use the informal mechanisms available to resolve issues of dissatisfaction.

However, the College recognizes that there may be problems that either have not been resolved, or are too serious to be dealt with informally. .

In any of these circumstances, the College's formal complaints procedure should be used. A formal complaint together with any documentary evidence relating to the Complaint, should be submitted to the DOS and sent to her personal email address [info@lbbaglobal.com](mailto:info@lbbaglobal.com) or you may leave a letter addressed to her with the following.

<b>Details of Your Complaint</b>
Please describe your complaint in as much detail as possible, including what happened, when it happened, and, if appropriate, who was involved.
Please provide details on Have you tried to settle your complaint informally? If you have, please describe what happened and why you may still not be satisfied.
Please attach copies of any documents that may help us investigate your complaint If you cannot do this, please tell us about any sources of evidence or names of potential witnesses and how they can be obtained/contacted.

The DOS will acknowledge receipt of the complaint in writing.

The complaint will be referred to the appropriate person, who will carry out an investigation and report the findings back to the DOS  
This will be done formally with documented communication.

The matter will also be brought to the attention of Director by the DOS along with other members of senior staff to be resolved as early as possible.