



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 feedback from students as a valuable resource to help us improve the quality of our services and provision.

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

We believe 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 a prospective student, anyone 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.

Information may be needed from other members of staff or students should investigation be needed.

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

Complaints Procedure

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 Director of studies (Dos) accordingly.

The informal stage can be done by: an email or by a letter sent to the college and addressed to the Dos.

You must ensure the college has received the copy of the email or letter with details of the complaint.

If you do not hear back from the college within 7 working days.

Please call or email the college to confirm receipt of your complaint, and please resend the email or letter if necessary.

Informal complaints would normally be responded to within 7 working days of receipt.

Dos will at all times try to resolve the complaint and come up with solutions to satisfy and conclude the matter fairly and quickly.

Should the complaint need more investigation or involve the need for more clarification you will be informed accordingly and the complaint in that case may take more than 7 working days,

Note : If the complaint is against the Dos, the Committee will be involved at all stages to include the informal stage of the complaint and they will jointly oversee the complaint right from informal stage.

Should the person complaining feel the matter was not dealt with fairly and are not satisfied then the formal stage of the complaint process should be used.

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.

Any formal complaint received by the Dos, will be overseen by the Committee

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 or you may leave a letter addressed to her to include the following:

Details of Your Complaint

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 how you have 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 within 7 working days.

The complaint will be referred to the Committee who will carry out an investigation and may need to discuss the complaint with the member the complaint may be against. They may ask for you to provide more details or evidence, once satisfied the Committee will report the findings back to the DOS,

You will be kept informed of the progress and informed of the decision unless there is a delay within 14 working days,

Appeals:

In the event that your complaint is not handled to your satisfaction, you may appeal in writing to the LBBA Committee provided this is done within 5 Working days of receiving your result of your formal complaint.

Please provide details on how the college tried to settle your complaint. Please describe reasons as to why you may still not be satisfied and what you would like to appeal against.

An acknowledgement of the appeal will be sent to you by email and a response to the appeal will be made within 20 working days. Provided this period falls within the Academy's term time, if not then this may take longer and will be dealt with when the term resumes thus allowing the Committee to carry out more investigation, meet with other

students, or staff. If the matter cannot be resolved within the 20 working days timeframe, you will be informed of the time needed.

As part of the appeal process and to ensure we can try and resolve this to your satisfaction you may be asked to attend a meeting with the Committee in regards to your complaint and the evidences submitted.

You will be provided with a Completion of Procedures letter after the Committee has considered your appeal and has formed a decision, If you are not satisfied following the Appeal and you have exhausted the College's complaint procedure, you could ask for the Office of the Independent Adjudicator for Higher Education (OIA) to review the appeal. Please contact the college by email and ask for more details regarding this process,