



LSBF Complaints Policy and Procedure

At LSBF we aim to meet and exceed expectations by providing a high quality service that allows you to achieve your goals. We accept that sometimes we may fall short of those expectations and we wish to hear from you so that we may address your concern and resolve your issue. Further the Senior Management team review all complaints with a view to improving our service and ensuring a consistent and high level of customer service.

In order to be able to deal with your complaint effectively we expect that it is made in good time. This would normally mean within 10 working days of any issue coming to light. If there is an excessive delay we may be unable to effectively investigate, take action and rectify the complaint.

At LSBF we adopt a three stage process to complaints

- Informal stage
- Formal stage
- Appeal

Informal stage

All complaints should be raised with a member of staff within the department that you feel most comfortable talking to, you may raise the complaint verbally or by email. In the event that you do not know who to raise the issue with the professional school head of department would be appropriate. We hope and expect most complaints to be resolved in this manner. The complaint should only be raised once in this manner. Suggested contacts by email include:

Professional Admin generic mailbox professional.admin@lsbf.org.uk

Student and Academic Support Manager – Hanif Ali Hanif.Ali@LSBF.org.uk

Professional School Director – Rob Sowerby RSowerby@lsbf.org.uk

Formal stage

In the event that you are not able to resolve matters informally or that the informal approach is not appropriate we request that you follow the formal complaints process via the following email address: QAProfessional.Complaints@lsbf.org.uk. In this event we will acknowledge your complaint within one working day. Alongside your own details, we will require for you to provide the following:

- The specific nature of the complaint
- Supporting evidence
- Date of occurrence
- In what way you have suffered as a result
- Your expected response

The investigation will be undertaken by the Principal Officer of the school (the Professional School Director) and will normally take place within 10 working days. In the highly unlikely event that the investigation takes longer you will be informed of the reason and the expected time to completion.



On completion of the investigation you will receive the outcome with details as to how the complaint was investigated, evidence received, conclusions arrived at and, where appropriate, steps suggested to resolve the matter. During the investigation it is possible further information may be requested and prompt responses by you will avoid delay in the information gathering exercise.

At this stage informal resolution of the complaint is still possible and welcomed at any stage.

Appeal stage

In the event that you are unhappy with the manner in which your complaint has been handled you should contact us within 21 days of the date of the decision using the following email address QAProfessional.Complaints@lsbf.org.uk . With the following information:

- A copy of the original complaint decision you received
- Your reasons why you believe the outcome is unsatisfactory

The escalated complaint will be reviewed at a senior management level who will respond within 14 days of the appeal being received. This is LSBF's final decision on the matter and further correspondence will not be entered into.

Policy

This document is an abbreviated complaints procedure which is designed to make it easier to understand the process as it affects LSBF Professional School students. If you wish to access the full policy you may find it here:

<http://www.lsbf.org.uk/students/student-complaints-policies-and-procedures>.