

LESLIE FRANCES

HAIRDRESSING TRAINING

COMPLAINTS POLICY AND PROCEDURES

Intent

Leslie Frances is committed to providing a quality service and works in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to views and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- We deal with it promptly, politely and, when appropriate, confidentially.
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally and dealt with quickly. Our aim is to resolve informal concerns quickly. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Scope and purpose of policy

The complaints policy applies to all services that Leslie Frances provides this includes:

- **apprentices/learners enrolled on a training programme.** Apprentices/learners will be made aware of the policy during their induction to their training programme – the policy can be accessed via lesliefrances.com
- **employers of learners enrolled on a training programme.** Employers of apprentices will be made aware of the policy at health and safety pre vet visit – the policy can be accessed via lesliefrances.com
- **parents or carers of learners** enrolled on a training programme
- **customers/clients** of Leslie Frances salons including Leslie Frances Training Academies. Customers, salon clients and anyone else who has engaged in business activity with us can receive a copy of this policy on request
- **visitors, suppliers or others that engage** in business activity with Leslie Frances
- **Employees.** Employees will be made aware of the policy at induction.

The policy and its associated procedures are designed to define the academy's open approach to praise and criticism of the full range of services it provides and to describe the procedures for reporting them.

This policy covers comments arising in relating to any of our services, except those concerned with academic assessment decision, for which there is a separate Appeals Policy and Procedure.

Definition: We define a complaint as: "An expression of dissatisfaction by one or more individuals about action or lack of action, or about the standard of service provided by or on behalf of the academy."

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Responsibilities

Leslie France's responsibility will be to:

- Acknowledge the formal complaint in writing.
- Respond within a stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

A complainant's responsibility is to:

- Raise concerns promptly and directly with a member of staff.
- Bring their complaint, in writing, to Leslie France's attention normally within 8 weeks of the issue arising.
- Explain the problem as clearly and as fully as possible, including any action taken to date.
- Allow Leslie Frances's a reasonable time to deal with the matter.
- Recognise that some circumstances may be beyond Leslie Frances's control

Confidentiality

Details of your complaint will be kept private and secure. Information obtained during a complaint will only be used for the purposes of the investigation. In the case that information is requested by regulatory bodies or the police we will write to notify you.

Details of the complaint, evidence from the investigation and the outcome will be stored securely for two years before being destroyed securely.

Monitoring and Reporting

Directors of Leslie Frances' will annually provide a report of complaints made and their resolution.

What We Need To Know From You

For us to be able to handle your case effectively we will need the following information when you contact us:

- Your name & location
- Full details of what your complaint or concern is
- The reference number for the case if you are contacting us about an ongoing issue

If you want to remain anonymous then we will still try to deal with your complaint though it might not always be possible, and we will tell you as to what we can and can't do

Complaints Procedure

Stage 1 - Informal

You should initially raise any issues with a member of staff and give them the chance to resolve the matter.

Most initial (stage 1) complaints may be made orally either in person or by phone to staff. Alternatively, you may choose to make your complaint in writing. You should expect your complaint to be listened to, or receipt of a written complaint acknowledged promptly. If possible, a resolution will be offered immediately.

If it is not possible to resolve the complaint immediately the person responding to your complaint may suggest passing on your complaint to a Senior Manager of the training team. The Senior Manager may wish to contact you to listen to your complaint again and make notes. You should expect the complaint to be resolved within **7 working days**.

If a complaint cannot be resolved to your satisfaction at stage 1 it is necessary to make a formal complaint (stage 2).

Stage 2 - Formal

Formal complaints must be made in writing either by email or a letter. The request for the complaint to be escalated to stage 2 must be received within **7 working days** of the resolution offered at stage 1.

A Senior Manager of the Training Team (different to the Senior Manager at Stage 2) will be assigned to investigate your complaint. Firstly, the Senior Manager will establish why you are not satisfied with the resolution supplied at stage 1 and they may also contact you via telephone, email or letter to clarify points of your complaint. They will seek the views of employees that you have previously spoken to at stage 1.

The Senior Manager will determine whether we have applied our procedures fairly, appropriately and consistent with our policy.

The decision made by the Senior Manager will be notified to you within **10 working days** of the formal complaint being received.

Leslie Frances's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Stage 3: Complaint Appeal – escalation to a Director

If you are not satisfied with the response at stage 2 you may request for your complaint to be escalated to stage 3. This request must be made in writing within **7 working days** of the

notification from the senior manager at stage 2. The request must include why you believe the complaint has not been resolved or properly addressed.

The Directors will consider evidence from all aspects of the complaint to date and consider whether your complaint has been addressed correctly and fairly. They may wish to contact you to clarify any existing evidence. New evidence will be considered where it is available.

The outcome will be communicated to you within **10 working days** of the complaint being escalated. At this point any decision will be considered final and no further complaints will be considered on the same matter.

Outcomes of a complaint

If a complaint is upheld, the notification of the outcome will include the solution we propose. You should expect the outcome to be fair, proportionate and appropriate – examples may include:

- An apology
- An explanation of why poor service took place
- An explanation of how a matter has been rectified
- Corrective hairdressing
- Recommendations to make improvements

Taking a complaint further

We always hope that we can resolve all complaints satisfactorily. However, if you continue to be unhappy with a final response you have the right to refer your complaint to a public regulatory body (e.g. in the case of a training complaint this would be the Education and Skills Funding Agency). Regulators would require evidence that the steps within this Feedback and Complaints Policy have been fully exhausted.

Send your complaint in writing, or email to: Email: complaints.esfa@education.gov.uk,

Complaints Adjudicator,
Education and Skills Funding Agency
Cheylesmore House
Quinton Road
Coventry, CV1 2WT.

How to Contact Us

Barnsley 01226 243204 (Training)
 01226 243201 (Salon)
 58 Eldon Street, Barnsley, S70 2JL

Sheffield 0114 2738661
 1st Floor, 54-56 Fargate, Sheffield, S1 2HE

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