

Compliments and Complaints Policy

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1. Purpose

Details how customer compliments, feedback or complaints are received and how they should be effectively and promptly reviewed, responded to, and reported to our Board of Trustees and at our Quarterly Quality Management meeting.

2. Scope

All aspects of the business. To record, monitor and evaluate all compliments, complaints, and feedback, identifying opportunities to improve any aspect of Lantra products or services and to ensure the root cause of issues are addressed, preventative action has been taken and monitor any recommended changes have provided improvements within our business.

3. Responsibilities

All staff which includes those that are working on Lantra's behalf, those that are employed by Lantra, those that represent Lantra at events, those that represent Lantra as a trustee.

4. Associated Documents

The Appeals Policy can be found on the Lantra Website under the [Frequently Asked Questions](#) section.

5. Process Steps

5.1. Compliments Procedure

If you wish to formally compliment Lantra on any aspect of our products or services including those relating to Lantra members of staff, please contact any member of Lantra staff in writing or email. All compliments are logged by the national account manager.

5.2. Complaints Procedure

Lantra regards a complaint as:

- A situation where an individual clearly states, either verbally or in writing, that they want to make a complaint OR
- where a member of staff asks the individual if they wish to make a formal complaint because individual is unhappy and Lantra has been unable to resolve the issue to their satisfaction.

Complaints in writing must be emailed to **National Account Manager** awards@lantra.co.uk
Lantra, Lantra House, Stoneleigh Park, Coventry, Warwickshire CV8 2LG.

Lantra will not accept anonymous complaints. Lantra will respond to any verbal complaints in writing, therefore contact details will be required to summarise discussions and actions.

Lantra will make every effort to resolve a complaint quickly and will acknowledge receipt of your complaint within 5 working days. A written response or progress update will be given to all written complaints (letter or email) within a maximum of 10 working days from the receipt of the complaint acknowledgement and every 10 working days thereafter until the complaint has reached a satisfactory conclusion.

Other relevant parties will be contacted to give an account of the matters that are the subject of the complaint. In cases where a complaint cannot be resolved to the satisfaction of all parties concerned, the final decision will rest with Lantra's Chief Executive.

There is no fee for submitting a complaint.

If, at any point, any of the parties involved wish to place the matter in the hands of their solicitors, Lantra will continue to communicate only through the respective solicitors. This does not prevent any of the parties seeking legal advice.

Lantra will **not** receive complaints with regards to assessment decisions, where a concern is in respect of the outcome of an assessment this should be addressed via Lantra's appeals process.

5.3. Complaining to the Regulatory Authorities

Where a complaint is in relation to an Ofqual, Qualifications Wales or Scottish Qualifications Authority Accreditation (SQA Accreditation) recognised qualification, a complaint can be made to the appropriate regulatory authority (Ofqual in England and Northern Ireland, Qualifications Wales in Wales or SQA Accreditation in Scotland). However, it is recommended that any complaint made to the Regulator should only be made when an individual or Provider has followed all stages of Lantra's procedures first as this will be the first line of inquiry from the Regulator.

Learners/providers should be aware that the regulatory bodies are unable to overturn assessment decisions. Where a complaint is in relation to an assessment decision this **must** first be routed via Lantra's appeals process. Having completed this process then a complaint can be made to the relevant regulatory body.

5.4. Feedback or Opportunity to Improve

Lantra is committed to ensuring all our partners, customers and learners have a positive experience with us. However, we recognise that there may be an occasion where you consider there is some feedback or an opportunity for Lantra to improve and wish to bring this to our attention. We welcome all feedback which will help us improve our service.

Please contact our national account manager awards@lantra.co.uk with your feedback.

5.5. Handling of Your Data

5.5.1. UK General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA)

Where a complaint has been made to Lantra we will retain your personal data for the purpose of enabling us to deal with your complaint.

Details and progress of your complaint will be logged and held for a period of six months following investigation and resolution. Should Lantra decide that it is beneficial to either party to hold your data for longer, we will inform you separately of our decision.

Your data will not be passed or shared with a third party, it will not be used for marketing purposes and will be destroyed by means of secure shredding or deletion in the case of emails.

If you do not wish Lantra to hold any of your data following the resolution of your complaint, please contact the national account manager. However, please be aware that by asking Lantra to remove all details relevant to a complaint means that you accept that Lantra has dealt with the complaint and that you will not be able raise this matter subsequently.