

Procedure for dealing with complaints about Lean Construct Ltd

Key Principles

Lean Construct will be receptive to genuine expressions of dissatisfaction. Complaints will be dealt with promptly, fairly and proportionately. Lean Construct will seek to learn from any complaints that are upheld and make changes where necessary. Action taken as a result of complaints will help to improve the quality of Lean Construct's administration. In dealing with complaints, Lean Construct will take account of its duty to promote equality and diversity.

Who will investigate: Complaints are investigated by Lean Construct. Complaints should be made in writing to the Director, Lean Construct, Stepstones farm, Old Weston Road, Bristol BS49 5ED or by email to Richard@LeanConstruct.co.uk

Lean Construct will not usually investigate complaints more than three months after the decision or action was taken.

Lean Construct reserves the right not to investigate complaints considered to be vexatious or malicious.

On receipt of a complaint in writing Lean Construct will:

- check that the matter is one which can be investigated
- check if the decision or action complained about occurred more than three months ago. Where this is the case Lean Construct will not normally investigate, unless the complainant has good reason for the delay in making the complaint
- determine who should carry out the investigation.

Within five working days of receipt of a complaint in writing, by email or fax, Lean Construct will acknowledge receipt and send a copy of this procedure to the complainant. The complainant will be told whether the complaint is one which Lean Construct will investigate and whether Lean Construct or someone else appointed by Lean Construct will investigate the complaint.

Within 10 working days of receiving the complaint, Lean Construct will prepare a summary of the complaint. The summary will be sent to the complainant for approval. The complainant will be given five working days to provide any response to the summary of complaint and Lean Construct will consider any response from the complainant and, if appropriate, amend the summary of complaint.

Lean Construct will be asked to provide within 10 working days:

- a response to the summary of complaint
- copies of all correspondence and other documentation relating to the matter being complained about

If Lean Construct staff cannot resolve the position on the information available, they shall arrange for the complainant and any other person to be contacted to obtain such further information as is required. If necessary, Lean Construct can arrange to meet with the complainant.

All investigations into a complaint will normally be completed within 25 working days of agreeing a summary with the complainant. If an investigation will take longer than this then Lean Construct will inform the complainant, setting out an explanation and revised timetable for a response. Once a provisional decision has been made in relation to the complaint, Lean Construct will finalise the response and consider what steps will be taken to respond to any aspects of the complaint which have been upheld, with regard to the key principles set out above.

A final response will be sent to the complainant within ten working days, together with details of any action to be taken. If the complainant still wishes to escalate the complaint to the Education and Skills Funding Agency they can do so through the apprenticeship helpdesk on 08000 150400 or email nationalhelpdesk@apprenticeships.gov.uk if they are not satisfied with the outcome of their complaint.

Complaints about non-compliance with the Freedom of Information Act 2000 or Data Protection should be made to:

To the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone 01625 535 745 or email data@dataprotection.gov.uk More information at www.dataprotection.gov.uk/index.htm It is a matter for the Commissioner as to whether your complaint will be investigated.

A copy of this policy can be viewed online at <http://leanconstruct.co.uk/wp-content/uploads/2020/01/1.17.5-complaints-procedure.pdf>

Steve Ward
Managing Director
Lean Construct
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