

## **Learner Complaint Against Workforce Development Centre**

The purpose of this procedure is to provide a process for learners who wish to make a complaint against a Workforce Development Centre (WDC) or a member of their staff.

In the first instance a learner should follow the Workforce Development Centre complaints process. The LTA will not consider an escalated complaint until the Workforce Development Centre's procedure has been completed.

### **Definition of a Complaint**

A complaint is submitted by a learner when they believe the service they have received from the Workforce Development Centre falls below the expected level of acceptability. Examples could include:

- Conduct of staff not deemed to reach the expected level
- Service provided by the Workforce Development Centre has not reached the expected level

### **Complaints Procedure**

If the complaint cannot be resolved directly with the Workforce Development Centre to the satisfaction of the learner, an escalated complaint should be submitted in writing within 15 working days of receiving the initial complaints decision from the Workforce Development Centre. The complaint should be sent to the LTA using the Complaints Procedure set out below.



# LEARNER COMPLAINTS PROCESS

## LEARNER COMPLAINT AGAINST A WDC

### STAGE 1

Learner approaches WDC and completes their complaints process

### STAGE 2

If not satisfied, learner completes the [LTA Learner Complaints against a WDC Form](#)

### STAGE 3

The LTA will respond within 10 days of receipt of the completed form and will outline the course of action

### STAGE 4

The LTA will investigate and write to the learner within 20 days with the decision as to whether the complaint was justified. The LTAs decision is final