

LGEC Complaints Policy for Service Users

Lancashire Global Education Centre strives to provide services that meet the highest professional standards. If for any reason, you are unhappy with our service or staff, please let us know. We take all complaints seriously and will do everything possible to resolve the situation.

We encourage you to discuss your dissatisfaction as soon as possible with the relevant LGEC staff member. Most matters can be resolved quickly and easily when they are addressed as soon as they arise.

However, in certain situations you may feel unable to raise the issue with your main point of contact due to the seriousness of the issue at hand. In these cases, all complaints should be made in writing to the Chief Executive. In your letter, you should:

- Include your name and mailing address.
- Say what your complaint is about.
- Provide as much relevant detail as possible about your complaint, including dates, times, incidents, etc.
- Say what you would like us to do to resolve the situation.

Upon receiving your complaint, LGEC will send you a written acknowledgement within five working days. An investigation will be carried out as soon as practicable. You will be informed of the progress and outcomes of the investigation.

If you are dissatisfied with the outcome of the investigation, you may request that the complaint be referred to the Board of Trustees. Your complaint will be reviewed by a subcommittee of the Board and resolved as soon as practicable. Additionally, where the complaint relates to the Chief Executive, your complaint may be made directly to the Board of Trustees.