

## Comments, Compliments and Complaints Policy

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This policy relates to Let Me Play Ltd, Inspire ATA Ltd and LMP Action C.I.C, known as "LMP Group" or "The Company". The policy applies to all three companies and is the standard by which we adhere to.

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## **Vision, Mission and Values**

We are very clear about our vision, mission and values at LMP Group. We aim to inspire ambition and widen horizons for young people through sports, education and positive activities.

Through excellent implementation of teaching, learning and assessment methods we aspire to be an outstanding leader in the delivery of professional and technical learning and development and, to develop talented and skilled professionals who can reach their full potential. Together, our vision, mission and values drive our pursuit of excellence in teaching, learning and assessment and supporting our learners to achieve their full potential.

## **Equality and Diversity Commitment Statement**

LMP Group is fully committed to advancing and promoting Equality and Diversity.

The Equality and Diversity Strategy is supported by a range of policies, procedures and strategies that underpin the organisation's aim to '*ensure respect and celebrate diversity together.*'

Our commitment to equality informs all areas of our work by:

- Ensuring that everyone is treated fairly, and there is a clear understanding that equality is not about treating everyone the same but recognising that individual needs are met.
- Complying with, and where appropriate, going beyond specific legal obligations in line with the Equality Act relating to 9 protected characteristics: Gender, Gender Reassignment, Marriage or Civil Partnerships, Pregnancy or Maternity, Sexual Orientation, Disability, Race, Religion or Belief, Age.
- Involving senior management, employees, tutors, teachers, leaders, learners and all stakeholders at all levels, in visible initiatives to embed, promote and advance equality of opportunity, and eliminate prejudice, racism, stereotyping, harassment, bullying and discrimination.
- Promoting and advancing an ethos of continuous improvement, and supporting our desire to listen, to change, and to respect the opinions of stakeholders.
- Celebrating diversity with regular events, inductions, campaigns, forums, newsletters, bulletins, networking and other visible initiatives to develop a culture of zero tolerance on negative behaviours.
- Recognising the benefits of employing both men and women, of all backgrounds, at all levels of responsibility, and across all areas of work to create positive role models.
- Recruiting a workforce and learners from different ethnic and religious backgrounds to create a diverse learning and working environment.

## Comments, Compliments and Complaints Policy

### 1 Policy Statement

LMP Group is committed to providing the best possible service that we can. We encourage all feedback from customers/clients/learners, including comments, compliments and complaints. Complaints will be responded to in strict accordance with our policies and procedures as outlined below. If a customer/client/learner, stakeholder or member of the public is not satisfied with the way we have handled their complaint, this too will be dealt with as a failure of service under the terms of our policy.

#### 1.1 Policy Aim

LMP Group aims to resolve complaints quickly, fairly and effectively. We will:

- Treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- Deal with it promptly and politely and, when appropriate, confidentially.
- Investigate all complaints in accordance with the agreed process, and in all cases, make strong and appropriate efforts to resolve any complaint to the complainant's satisfaction.
- Seek to put things right quickly for our customers/clients/learners when they go wrong.
- Keep the complainant informed of the progress of their complaint and the results of subsequent investigation.
- Seek to learn from each complaint to improve future performance.
- Set performance targets for responding to complaints and monitor our performance against these targets.
- Advise our customers of their right to complain to an appropriate regulator or agency - such as the Education and Skills Funding Agency - if they remain dissatisfied after their complaint has been through all stages of the internal Complaints Procedure.

#### 1.2 Scope

Clients, Employers, Learners and all other Stakeholders with whom we do business.

This policy does not cover internal employees as these are covered by a separate policy.

#### 1.3 Other Relevant Documents

Readers of this policy should also refer to the following document:

Doc Ref	Document Title	Version
	Complaints Record Log	V1.0

#### **1.4 Definition of a complaint**

LMP Group considers that a complaint is an expression of dissatisfaction, however made, about the standard of service, action or lack of action by LMP or its employees, affecting an individual, service user or group of service users.

#### **1.5 Definition of a compliment**

LMP Group considers that a compliment is an unsolicited expression of gratitude or praise for an employee or service area.

Anyone who has a relationship with LMP Group can compliment an employee, a team or the organisation as a whole. Compliments are passed on to employees and their line manager and are used to identify areas of good practice we can learn from.

#### **1.6 Definition of a comment**

LMP Group considers that a comment is positive or negative feedback about our service, which does not require a response.

Anyone can make a comment to LMP Group. All comments will be recorded and be investigated, and we will act as required. Comments on areas of strength or weakness are used to continuously improve our service. Comments should be sent to

**All complaints, compliments and comments should be sent to:**

[complaint@lmpeducation.org](mailto:complaint@lmpeducation.org)

## **2 Complaint Management – Stage 1**

### **2.1 Receiving a Complaint & Standard Timescales**

We recognise that many concerns may be raised informally and can be dealt with quickly and simply. Our aims are to:

- Acknowledge a complaint within 2 working days of receipt and respond with an explanation within 15 working days.
- Resolve informal concerns quickly and at the lowest level possible.
- Where appropriate, facilitate mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate in some cases nevertheless; any expression of dissatisfaction is considered to be a complaint and we must not miss the opportunity to learn from it. We will class this sort of complaint as a **'Close Call'** and we will record and report on this category too. If concerns cannot be satisfactorily resolved informally, then the formal complaints procedure must be followed. In all cases, - formal or informal - the case must be reported, and actions taken to resolve will be subject to review.

## **Responsibility for Action**

The Company's general responsibility is to:

- Acknowledge a complaint within 2 working days of receipt – telephone and or email initially.
- Establish whether the complaint is informal or formal.
- Deal swiftly to resolve informal complaints where possible.
- Respond with an explanation within 15 working days.
- Acknowledge and respond to the complaint in writing.
- Respond within the stated period of time.
- Deal reasonably and sensitively with the complaint.
- Take action where appropriate.

A complainant's responsibility is to:

- Bring their complaint, in writing\* preferably, to LMP Group attention normally within 4 weeks of the issue arising;
- Raise concerns promptly and directly with an employee in LMP Group;
- Explain the problem as clearly and as fully as possible, including any action taken to date;
- Allow LMP Group a reasonable time to deal with the matter;
- Recognise that some circumstances may be beyond the Company's control.

\* Complaints may be received by telephone, email, letter, or in person. Failure to provide a complaint in writing is not justification for LMP Group not to follow the process.

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and LMP Group maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant. In all cases complaints should be dealt with sensitively.

Any complaint, which is received via the telephone or in person, which cannot be resolved immediately by either the recipient or the recipient's line manager, is to be escalated to a more senior manager and the complaints process is set in motion within the timescales outlined above.

## **2.2 Recording a complaint**

Complaints received are logged on to a complaint record log and assigned a unique reference number.

A complaint record form is created for each individual complaint. The reason for the complaint and all progress made during the life of the complaint is recorded on the form until it is resolved to the satisfaction of the complainant or to a point at which LMP Group can reasonably be expected to do no more.

A copy of all correspondence between LMP Group and the complainant is to be appended to the complaint record form.

### **2.3 Ownership of a complaint**

Once a complaint has been received and recorded it is assigned by the relevant Director to a Senior Manager to resolve.

The Senior Manager will usually be the one who is most closely aligned to the area of the business against which the complaint has been raised.

The owner of the complaint will then be responsible for ensuring the complaint is investigated and resolved.

### **2.4 Progressing a complaint**

The complaint owner will ensure the complaint is fully investigated and that regular communication is maintained with the complainant throughout the life of the complaint.

Under the normal process, we will acknowledge complaints within two days and resolve them within 15 days, but inevitably some issues will be more complex and may take longer. Where this is the case, we will contact the parties within 15 days by phone and in writing with an interim response describing our investigation and when it is expected to be completed.

Correspondence with the complainant is retained and appended to the relevant complaint record form.

### **2.5 Reviewing a complaint**

Once a complaint has been defined by the owner as closed to the satisfaction of the complainant or to the point at which LMP can reasonably do no more, a review is undertaken by an independent (non-aligned) senior manager to verify that the complaint has been managed and resolved appropriately.

As part of the review, consideration will be given to whether an opportunity exists to avoid a reoccurrence of a similar complaint, and to implement any service improvement actions.

Once this review is completed, the complaint record form is updated and the complaint defined as closed. All documentation is filed for future reference to defend any potential legal challenge.

## **2.6 Closing a complaint**

Once the complaint has been investigated and resolved to the complainant's satisfaction – or to a point at which LMP Group can reasonably do no more - the complaint log and register should be updated with the time, date and name of the reviewing and authorising manager clearly recorded.

The outcome and details of the resolution are also recorded on the complaint record form. The complaint is not closed until a review by senior managers has taken place.

## **2.7 Monitoring and Reporting**

The Quality & Compliance Department will maintain a central complaint log and register for LMP and provide monthly updates to the Senior Executive Board. A Quarterly report/summary is to be produced identifying trends and business risk.

## **3.0 Complaint Management – Stage 2**

From time to time a stakeholder may not be satisfied with our response or handling of the complaint. LMP Group will consider this to be a failure of service under the terms of this Policy. In all such cases the stakeholder should write to the Company's Directors within 10 days of receipt of the LMP Group formal response to the initial complaint to ask for their complaint and/or the LMP Group response to be reviewed.

The Directors will acknowledge the request within 5 working days of receipt and provide a response within 20 working days. Inevitably some issues will be more complex and may therefore require longer to be fully reviewed. Consequently, all timescales given for handling and responding to Stage 2 complaints are indicative.

If a matter requires more detailed investigation, the stakeholder will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected.

## **4.0 Communication and Consultation on the Policy and Process**

Employee Communication Process

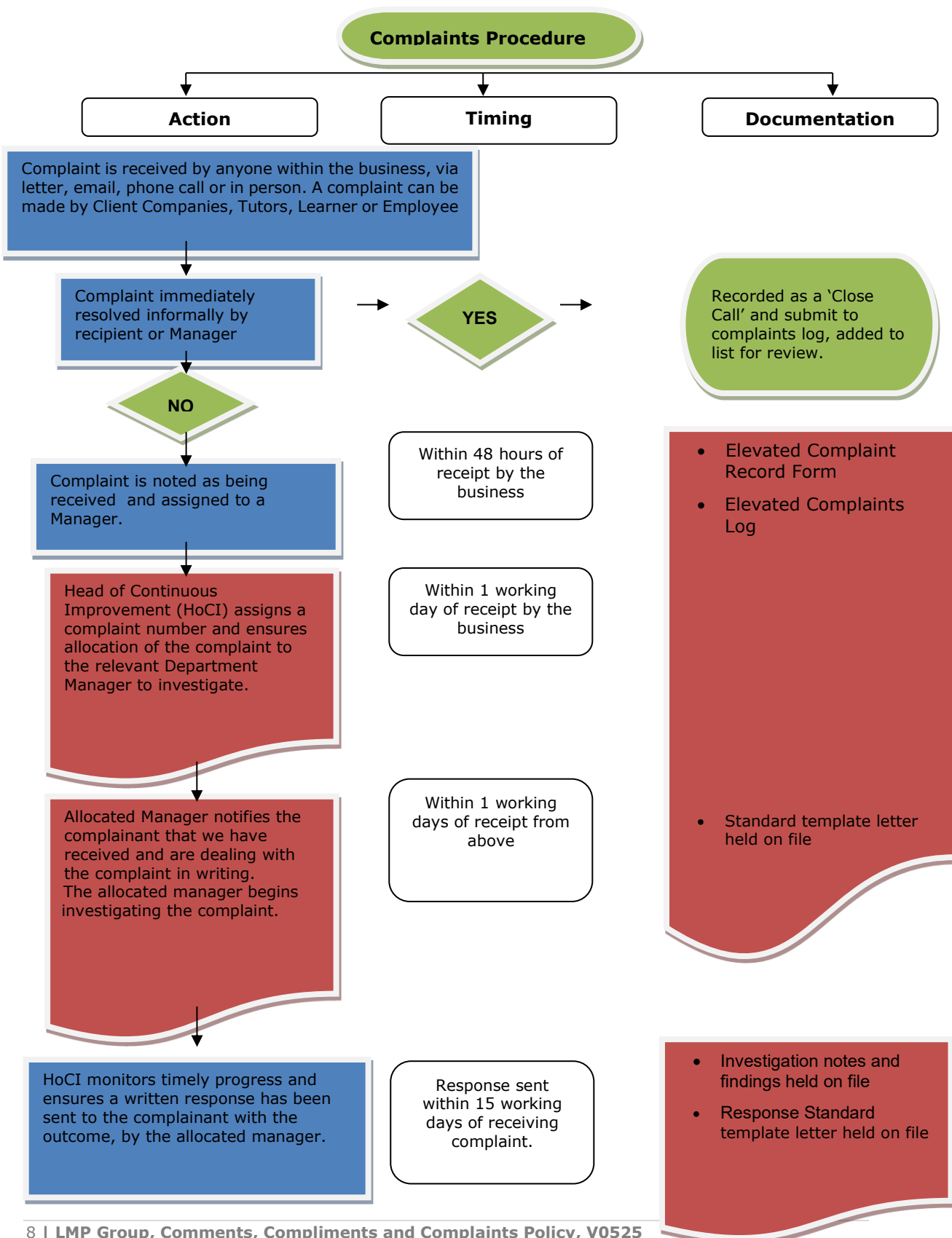
- At Area Team Meetings
- Employee Induction Sessions
- Employee Handbook

Learners Communication Process

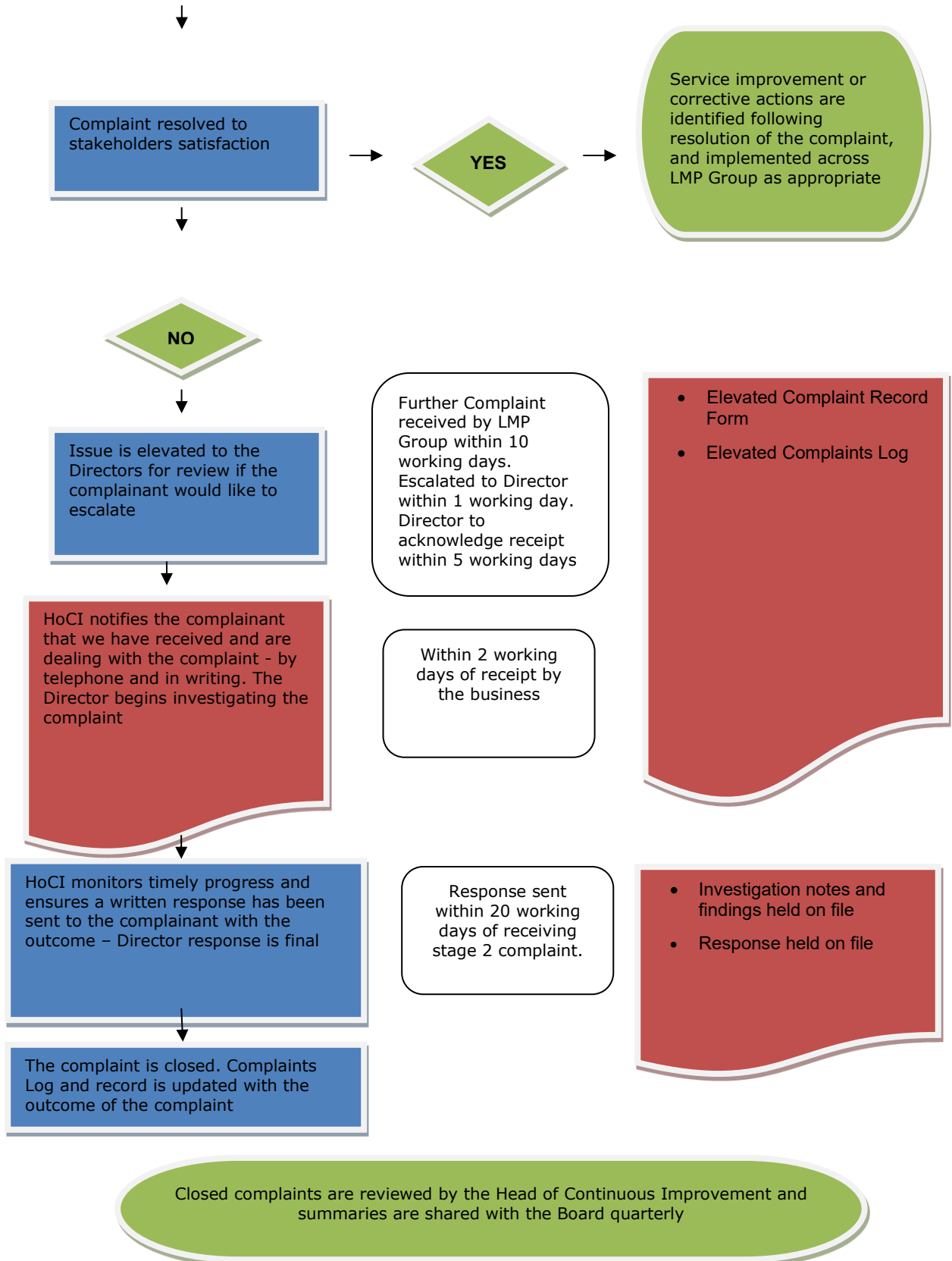
- At Induction Sessions
- Handbook
- During Tutor, IQA and /or learner liaison visits

Other Stakeholders, at any appropriate juncture or in response to emergent requirements and/or best practice. The policy is also shared on our website.

## 5.0 Process flow







## 6.0 LMP Group – Raising a Complaint Procedure

### Stage 1 – How to raise a complaint?

In the first instance, if you are unable to resolve the issue informally, you should write to the employee who dealt with you, or their manager, so that they have a chance to put things right. If your complaint concerns a Director of LMP Group, rather than an LMP Group employee, you should write formally to the individual concerned or if you feel uncomfortable with this, please write to the Associate Business Director Kim Gotts, personally who will deal with the matter confidentially: [Kimberley@lmp-group.co.uk](mailto:Kimberley@lmp-group.co.uk)

In your letter, you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 2 working days of receipt. You should expect a response and an explanation within 15 working days.

If you are unsure which LMP Group employee to write to, your complaint should be sent to Matthew Lord, Co-Founder Director.

**Address:** LMP Group, 98 Theobalds Rd, London, WC1X 8WB

**Email:** [Matthew@LMP-group.co.uk](mailto:Matthew@LMP-group.co.uk)

**Telephone:** 020 3836 4380

Further contact details can be found on the Contact Us part of the LMP Group Website.

### Stage 2 – How to appeal your complaint response?

If you are not satisfied with the initial response to the complaint then you can write to the Company's Directors and ask for your complaint and the response to be reviewed. You can expect acknowledgement of your request within 5 working days of receipt and a response within 20 working days.

If you are unsure which LMP Group employee to write to, your complaint should be sent to Amy Lalla, Co-Founder Director.

**Address:** LMP Group, 98 Theobalds Rd, London, WC1X 8WB

**Email:** [Amy@LMP-group.co.uk](mailto:Amy@LMP-group.co.uk)

**Telephone:** 020 3836 4380

The Company's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and may therefore 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.

LMP Group will always seek to find a practical and appropriate resolution to the concerns of stakeholders. However, we recognise that this may not always be possible and therefore the decision of the LMP Group Directors is final.