



# Complaints Policy

It is acknowledged that in any college or academy there will be times when a student, group of students or a member of the community think they have reasons to feel distressed either during class or during a treatment.

It is therefore essential that our academies have a proper mechanism to allow such persons to bring this complaint to the attention of the management of The London Hairdressing Academy and to ensure that the management deals with it in a fair and impartial manner.

Please see the complaints procedure document below for details.

### **Appeal:**

#### **Scope**

All Academy users

#### **Purpose**

- To allow complaints to be aired.
- To ensure that complaints are resolved as quickly and as fairly as possible.
- To foster and maintain good relationships between all parties concerned.

#### **Comment**

It is our intention to ensure that all complaints are handled promptly, fairly, consistently, and proportionately. This procedure applies to all complaints, both formal and informal, by students, customers and staff.

#### **Policy statement**

A complainant who wishes to make a complaint may do so either in writing or verbally.

All complaints made in writing, whether using The London Hairdressing Academy's Complaints Form or not, are classed as formal complaints. All complaints made verbally will be classed as an informal complaint.

Complaints can be e-mailed to [sana@thaLHA.co.uk](mailto:sana@thaLHA.co.uk), sent via letter to 85 Stanmore hill, HA7 3DZ or by completing a complaints form, which is available from reception and handing this in. Academy staff will be happy to support you to write down your complaint should any of these methods be unsuitable.

All complaints will be acknowledged within 5 working days. Following an investigation, a response to the complainant will usually be provided within 10 working days of the acknowledgement unless the matter of complaint is particularly complex, in such a circumstance the complainant will be informed of the reasons for the delay.

## **Complaints against Staff**

If a complaint is received specifically about a staff member of The London Hairdressing Academy, it should be immediately passed to HR who will decide the most appropriate person to investigate. Any comments about the way in which the complaint was dealt with, or any appeal against the findings and action, should be made in writing to the manager, setting out the grounds for appeal, within 7 days of receipt of the outcome. The manager or representative will review the evidence and respond to the appellant within 14 working days of receiving the appeal.

## **Senior Staff**

If a complaint is received specifically about the manager, as defined by the Academy, it should immediately be passed to the IQA who will deal with it as a formal complaint and follow the academy's procedure. If the person who has made the complaint is not happy with the outcome, then the matter will be passed to EQA. VTCT will deal with the matter according to their own complaints policy.

## **Appeal**

Any comments about the way in which the complaint was dealt with, or any appeal against the findings and action, should be made in writing to the manager, IQA or EQA, setting out the grounds for appeal, within 7 days of receipt of the outcome. The manager or representative will review the evidence and respond to the appellant within 14 working days of receiving the appeal.

## **Equality Monitoring**

To comply with the Equality Act 2010 and ensure fair treatment for all, The London Hairdressing Academy will collect data on the 'protected characteristics' of complainants, i.e.:

- o Race
- o Disability
- o Sex
- o Age
- o Gender reassignment
- o Religion / belief
- o Pregnancy / maternity
- o Sexual Orientation

All information is confidential, seen by a limited number of staff and The London Hairdressing Academy reporting mechanisms guarantee data protection.

# The LHA Academy Complaints Process

