



# Complaints Policy

September 2024 - 2025

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 at 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 via email.

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 emailed to the Academy Director [Sana@TheLHA.co.uk](mailto:Sana@TheLHA.co.uk) Academy staff will be happy to support you should any of these methods be unsuitable.

All complaints will be acknowledged within 7 working days. Following an investigation, a response to the complainant will usually be provided within 10 working days from the date of the acknowledgement unless the matter of complaint is particularly complex, in such a circumstance the complainant will be informed of the extra time needed to investigate the complaint thoroughly.

### **Complaints against Lecturers**

If a complaint is received specifically about a lecturer of The London Hairdressing Academy, it should be immediately passed on to the Academy Director & centre manager via email [sana@thelha.co.uk](mailto:sana@thelha.co.uk), if need be the centre manager may pass this on to our external HR & legal team or the academy's quality assurance team (AQA) who will decide the most appropriate person to investigate. Complaints must clearly outline the facts why they believe the incident was unfair and if relevant with evidence or a witness statement. The representative dealing with the complaint will review the evidence and respond to the appellant with an update or outcome determined within 14 working days of receiving the complaint.

### **Complaints against Senior Staff**

If a complaint is received specifically about the IQA, as defined by the Academy, it should immediately be passed to the academy director and centre manager in writing [sana@thelha.co.uk](mailto:sana@thelha.co.uk) who will deal with it as a formal complaint and follow the academy's procedure of investigating and responding within 14 working days. Complaints must again be relevant to the point and include any evidence or witness statements if relevant.

### **Complaints against removal from the programme (Funded students only)**

Should a student receiving government funding at The LHA & feel they have been wrongfully removed from the programme complaints can be made via email to the following email address: [learnharrow@harrow.gov.uk](mailto:learnharrow@harrow.gov.uk) with the relevant evidence to support your claim, a member of staff will liaise with the college and get back to you within 14 working days.

### **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

