

Introduction

LMJ Training Ltd takes any complaint or grievance made against a member of staff, its service or decisions very seriously. When a complaint has been made, the complainant has the right to have his or her concerns investigated and a full and prompt written response given by the Director.

A complaint may be made to LMJ Training about any matter connected with the exercise of LMJ's functions or by anyone affected by the actions of LMJ Training. This policy and the supporting procedures aim to:

- Find out what happened
- Satisfy the complainant that their concerns have been addressed and involve them in decisions about how their complaint is handled
- Ensure that the complaint receives an apology where appropriate
- Take into account the outcome of any investigation following a complaint in order to improve LMJ Training's functions.

Procedure for Complaint Reporting

All official complaints should be given in writing to the Manager/Director of LMJ Training as soon as possible. The matter will then be investigated and further action may be taken if deemed appropriate.

If the complaint is to be made against the Manager/Director the complaint should be made to ACAS or another similar impartial body.

Signed *M James*

LMJ Training Director

Date: January 2019

Change History Record

Version	Description of Change	Approval	Date of Issue
1.0	Initial issue	Director	04 October 2017
1.1	Reviewed in line with annual audit	Director	October 2018
1.2	Reviewed in line with an audit	Director	January 2019