

### **Escalation of Complaints or Safeguarding Concerns Procedure**

**It is the responsibility of all employers, apprentices and L&F staff to ensure any safeguarding concerns are raised in order to protect candidates and L&F service users**

L & F will attempt to address and resolve all complaints or Safeguarding concerns at the first point of contact.

If you are unsatisfied in any way with your dealings with L&F, please submit the complaint or safeguarding concerns to [frandeoley@landfraining.com](mailto:frandeoley@landfraining.com) and provide the following information:

- 1) A detailed summary of the issue, including any emails, reference numbers or information that will assist us in understanding your complaint or safeguarding concerns.
- 2) Your full name;
- 3) Your contact details; and
- 4) The most appropriate time to contact you, should we need to call you.

Where a complaint or safeguarding concern has been made, a reference number will be raised, and the case will not be closed until a resolution has been reached. We will attempt to respond to your complaint within 48 hours and all complaints submitted will be attended to by a senior member of the IQA Team.

All complaints will always be outlined in writing to the relevant parties, prior to a full investigation. Following a full investigation actions and resolution been agreed written confirmation will be sent to all parties to confirm closure of the complaint.

In the event of a concern we acknowledge that this formal process may not be appropriate in order to maintain the confidentiality of the individual reporting the concern, however we must advise that dependent upon the concern outside organisations such as the police may be involved should the L&F IQA Team deem this necessary.

L&F aims to provide exemplary training services offering legendary customer care to all its service users, we welcome all forms of feedback and take any complaints very seriously. L&F are sub-contractors of a lead provider and reserve the right where necessary to escalate concerns and obtain support from our lead provider.

For more information on complaints, concerns and disputes, please do not hesitate to contact one of our IQA Officers via our website: [www.landfraining.com](http://www.landfraining.com)

**In an emergency safeguarding situation procedures are in place to contact the relevant safeguarding bodies such as Police and Social Workers. With extreme safeguarding issues please contact our safeguarding officer Fran Deeley on: 07867692924**

If any of this information is not clear, please contact us at any stage.