

Complaints Policy

LearningLine are committed to providing a high level of service to our customers. If our clients or customers do not receive satisfaction from us we need them to tell us about it. This will help us improve our standards.

All clients will be given the opportunity to make a complaint if they feel it necessary and will be offered a LearningLine complaints form to complete if appropriate.

1. The adviser receiving the complaint either by complaints form, letter, email or verbally by telephone will send a letter to the complainant within five working days acknowledging their complaint. The letter should explain what will happen next and ask them to confirm if necessary, or explain further, the circumstances leading to that complaint. The letter will be signed by the Director or the company IAG manager if the Director is not available.
2. The complaint details will be recorded in the complaints form database on the internal computer system upon receipt.
3. The complaint will be investigated and a letter will be sent to the complainant outlining the result of the investigation within ten working days of the date of the acknowledgement letter. This letter will be signed by the Director or the company IAG manager if the Director is not available.
4. At this stage, the complainant will be invited to write to us again, if still not satisfied. The Director or the company IAG manager will then review the complaint and make personal contact with the complainant to resolve the matter.
5. If necessary contact the management of Nextstep for them to take the issue further. Their contact details are email: Sharon.scott@vtplc.com Telephone: 01268 663160, post: Nextstep 12 Eastgate Business Centre, Basildon, Essex, SS14 1EB
6. Contact details for Learningline Director: email: andy@learningline.info Telephone: 01702 481350, post: 258 Leigh Road Leigh on Sea, Essex SS9 1BW