

## Shout Policy

### When things go wrong and you need to put them right...

This policy applies across Love & Tate Ltd, incl. our training and education division T/A Pitman Training London

We want you to be fully happy with our service and be successful in whatever training or career you are pursuing through us. However no one is perfect and when you are not receiving the service you need, the best course of action is to let us know as soon as possible so that we can hear what you have to say and can put it right.

We recognise that sometimes this is a difficult conversation for you but please don't put it off. Please email or talk to your normal contact straight away. If that is not possible, or you have already done that without getting a result, then contact one of the named individuals below. We will make every effort to get you the right solution.

That's why we call it our 'Shout Policy' – we want to make sure you are heard and we have the chance to put it right.

### Our Policy is:

- To ensure all learners, apprentices, candidates and clients are fully happy with our service and delivery
- To deliver what we promised
- To fully discuss any concerns that may have and listen openly in a spirit of putting it right
- To understand what happened, how and why, and explain what we will do to put it right

### Our Procedure is to agree:

- How to put it right
- How to compensate if necessary
- How to avoid the same issue arising in the future

### Our Process for managing concerns and putting things right, is to:

- Ensure you know from the start who to contact if you have a complaint
- Initially keep the complaint local, with your normal contact if appropriate to see if it can be sorted straight away. If that is not appropriate, escalate it as below.
- Aim to sort the issue within 48 hours or to keep you regularly updated if that is not possible
- Implement processes to ensure that the same or similar issue doesn't happen again

### Who to contact if you need to escalate a complaint:

If you are not happy with the service or the way you have been treated, and you have not been satisfied with the explanation or solution provided by your normal contact, please contact:

- Training Manager: **Liz Davis**, Tel: 020 7256 6668 Email: liz.davis@pitmanlondon.co.uk
- Recruitment Manager: **Jacqui Maxwell**, Tel: 020 7256 6668 Email: jacqui.maxwell@lovetate.co.uk
- Managing Director: **Maggie Love**, Tel: 020 7256 6668 Email: maggie.love@lovetate.co.uk

**NB APPRENTICES:** You can also talk to your employer who can take this up for you.

### Making a formal complaint:

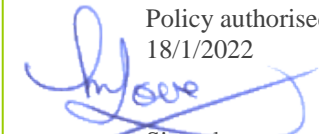
As a last resort you can make a formal complaint to the Education and Skills Funding Agency (ESFA) if you do not think we have solved your issue to your satisfaction. The ESFA will reply to let you know what will happen next.

#### Post your complaint to:

**Complaints team**  
Education & Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry, CV1 2WT

#### Email your complaint to:

Complaints.ESFA@education.gov.uk

Policy authorised  
18/1/2022  
  
Signed:  
Managing Director