

## **Customer Care**

The Learning Support Centre's (LSC) aim is to deliver the highest quality of service to all our clients; this can be seen in our core values listed below:

1. Caring
2. Inclusive
3. Empowering
4. Committed
5. Diverse
6. Supportive

## **We value your feedback**

LSC always welcomes feedback on the services you have received. If you want to tell us about a positive experience you have had with the company or a member of our team, you can do so directly, by email at [info@learningsupportcentre.com](mailto:info@learningsupportcentre.com) or call us on 01162548881.

If you have feedback in terms of how we can improve our services, please email or call us using the above contact details. Feedback from our stakeholders is paramount to what we do and is reviewed quarterly in our quality meetings.

## **Complaints**

If you come to a point where you want to make a complaint, please contact us in person, in writing or by telephone please see contact details below:

The Learning Support Centre  
Phoenix Yard  
Jubilee Building  
5 Upper Brown Street  
Leicester  
LE1 5TE

tel:0116 2548881      email: [info@learningsupportcentre.com](mailto:info@learningsupportcentre.com)

Your complaint will then be dealt with by the relevant manager. All complaints are handled within the following timescales, if there are serious issues which require legal advice these timescales could be lengthened. If this is the case we will keep you updated regularly:

- All complaints must be made within 3 months of the event;
- We will respond within 2 days of either a written or verbal complaint, to acknowledge receipt of the complaint;
- We will launch an investigation within 5 days of receipt of complaint;
- All complaints will be dealt with and arrangements made for meetings within 14 days;
- We will endeavour to resolve any complaints received within 28 days;
- With regards to serious complaints we will involve the police, social services or any other professional body should it be deemed necessary.

## **Resolution**

LSC aims to resolve all complaints in a timely and fair manner and be:

- Open and accessible
- Fair to all parties involved and avoid allocating unnecessary blame to individuals
- Work to prompt resolution.

Where clients are unhappy with the resolution, they may wish to inform the needs assessor or institution of their complaint. Where applicable the final point of appeal may be your funding body, for example, The Student Loans Company.

You can request a copy of our full complaints and compliments policy and procedure. If you make a complaint this will be emailed to you when we acknowledge your complaint.