



## **ALL (Advanced Learner Loans) LEARNER COMPLAINTS POLICY**

**2025-2026**

### **Green Labyrinth**

### **Complaints Policy - Advanced Learner Loan (ALL)**

#### **1. Purpose**

This Complaints Policy sets out the procedure by which learners may raise concerns or complaints relating to the services provided by Green Labyrinth.

The policy is designed to ensure that complaints are:

- Handled fairly, consistently, and transparently
- Investigated proportionately
- Resolved wherever reasonably possible
- Managed without prejudice to statutory or regulatory obligations

This policy is procedural in nature and does not create any entitlement to financial compensation or refunds.

#### **2. Scope**

This policy applies to:

- All learners enrolled on Green Labyrinth ALL Courses.
- All staff involved in ALL delivery, ALL administration, ALL learner support, and ALL management
- Complaints relating to teaching, learning support, administration, conduct, or service delivery

This policy does **not** apply to:

- Decisions made by the Student Loans Company (SLC)
- Loan eligibility, repayment, interest, or write-off decisions
- Matters governed exclusively by SLC rules and processes
- Learners on Study Programmes, other funded, or commercial Training Courses.

#### **3. Relationship to Funding and Refunds**

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Where a learner is funded through an **Advanced Learner Loan (ALL)**:

- The loan agreement exists **solely between the learner and the Student Loans**

**Company (SLC).**

- Green Labyrinth is **not the lender** and has **no authority** to vary loan terms, repayments, or liability.
- This Complaints Procedure **does not provide a mechanism for obtaining a refund** of Advanced Learner Loan funding.

Any matters relating to funding adjustments must be managed through SLC processes, including:

- Withdrawal
- Break in Learning
- Change of Circumstance (CoC) notifications

The existence or outcome of a complaint **does not suspend, vary, or extinguish** a learner's repayment obligations to the SLC unless and until the SLC determines otherwise.

#### **4. Informal Resolution**

Green Labyrinth encourages learners to raise concerns **as early as possible**, preferably with:

- Their tutor, or
- A member of the learner support or administration team

Many issues can be resolved promptly through informal discussion and clarification. Informal resolution does not affect a learner's right to submit a formal complaint if the issue remains unresolved.

#### **5. Formal Complaints Procedure**

##### **5.1 Submission**

A formal complaint must:

- Be submitted in writing (email or letter)
- Clearly describe the issue and relevant dates
- Be raised within a reasonable timeframe after the matter arises

Complaints raised retrospectively, after delivery has taken place or learning has progressed significantly, may be limited in the remedies available.

##### **5.2 Acknowledgement**

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Green Labyrinth will:

- Acknowledge receipt of a formal complaint within **5 working days**
- Confirm the scope of the investigation and the expected response timeframe

### 5.3 Investigation

The complaint will be:

- Reviewed by an appropriate manager not directly involved where possible
- Considered against evidence, records, and applicable policies
- Investigated proportionately to the nature and seriousness of the issue

Green Labyrinth reserves the right to decline to investigate complaints that are:

- Vexatious or abusive
- Repetitive without or without new evidence
- Outside the scope of this policy

### 5.4 Outcome

A written outcome will normally be issued within **20 working days**, setting out:

- The findings
- Any actions to be taken (if appropriate)
- The rationale for the decision

Possible outcomes may include:

- Explanation or clarification
- Apology where appropriate
- Service improvement actions

**Financial refunds, loan write-offs, or compensation are not outcomes available under this procedure.**

## 6. Appeals

Where a learner believes the complaints process has not been followed correctly, they may request a review of the procedure followed.

An appeal:

- Must be submitted in writing
- Must relate to procedural fairness, not disagreement with the outcome

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- Will not reopen matters already fully investigated without new evidence

## 7. Matters Outside Green Labyrinth's Authority

Where a complaint relates to:

- Loan eligibility
- Loan repayments or interest
- Evidence requirements for fraud
- SLC determinations

Learners must use the **Student Loans Company Complaints Procedure**, as Green Labyrinth has no authority to overturn or amend SLC decisions.

## 8. Interaction with Refunds Policy

For the avoidance of doubt:

- **The submission or outcome of a complaint does not create any entitlement to a refund.**
- Complaints do not override Green Labyrinth's **Advanced Learner Loan Refunds Policy**.
- Any refund or funding adjustment can only occur where directed by the SLC under its rules.

## 9. Statutory Rights

Nothing in this policy is intended to exclude or restrict any statutory rights a learner may have under the Consumer Rights Act 2015 or other applicable consumer protection legislation.

In the event of any inconsistency, **Student Loans Company rules and determinations shall prevail.**

## 10. Policy Review

This policy is reviewed annually or sooner if:

- DfE or SLC rules change
- Funding assurance or audit findings require amendment
- Legal or regulatory frameworks evolve

Responsibility for review rests with senior management.

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## 11. Summary Statement

Green Labyrinth is committed to resolving complaints fairly and transparently. However, complaints are not a mechanism for altering Advanced Learner Loan liability, which is governed exclusively by the Student Loans Company. This policy ensures procedural fairness while protecting learners, public funds, and the organisation's regulatory position.

Reviewer	Review Date	Amendments Yes/No	Amendments Approved & Date

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