



Young People's  
Learning Agency

Lloyd Sewell  
Director  
Tendering for Contracts Training Ltd  
23 Elmbridge Road  
Cranleigh  
Surrey GU6 8NH

20 April 2010

Dear Mr Sewell

**Re: Complaint**

Thank you for your letter to the Council Solicitor of the Learning and Skills Council (LSC) dated 4 April 2010, I am responding on her behalf. I can confirm that the LSC ceased to exist on 1 April 2010 and has been replaced by two successor organisations, the Young People's Learning Agency (YPLA) and the Chief Executive of Skills Funding (Skills Funding Agency).

In your letter you make reference to a complaint about the Office for Government Commerce, which is not something either the YPLA or Skills Funding Agency can investigate.

Although in your covering letter you make reference to the LSC, I can see no evidence in the supporting information you enclosed which refers to the LSC and it is therefore not clear how the LSC was involved nor can I identify who in the LSC dealt with the matter.

In order for me to progress your complaint through one of the LSC's successor bodies, you will need to provide evidence of the LSC's involvement in the matter. Please note that the timescale for investigating complaints is three months from the decision/action complained about. It appears that this matter occurred around 2007 and therefore even if it is a matter that would fall within the complaints procedure for either YPLA or Skills Funding Agency, it is possible that it would be outside of the timescales for investigation.

If you wish to pursue a complaint, please forward evidence of the LSC's involvement in the matter at your earliest convenience and it will be determined if it is a complaint which can be investigated. Please advise if you want me to send back the documents enclosed with your letter dated 4 April 2010.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'D Howat', is written over the 'Yours sincerely' text.

Donna Howat  
Complaints Compliance Manager  
e-mail: donna.howat@ypla.gov.uk

**The Young People's Learning Agency**

Cheylesmore House Quinton Road Coventry CV1 2WT  
T 0845 337 2000 [www.ypla.gov.uk](http://www.ypla.gov.uk)