

Complaints and Appeals Policy

Introduction.

Wttl is committed to delivering high quality training and encourages all potential, present and past learners, employers and customers to let us know where they have cause for concern or where improvements to our services could be made.

Scope.

This policy applies to all activities undertaken by **Wttl** as part of its business operations.

Aims.

The aim of this policy is to;

- Provide clear guidelines for action should any concern be raised.
- Ensure any complaints are handled in an efficient and timely manner and are investigated and resolved with any resulting changes to procedures being implemented at the earliest opportunity.

Policy.

The following list indicates some examples of the type of complaints covered by this policy;

- Misinformation about the course or qualification
- Poor assessment, teaching or supervision
- Insufficient facilities
- The behaviour of a member of staff, another learner, employer or customer
- A failing in the level of **Wttl's** service.

This list is not exhaustive and **Wttl** will investigate every complaint made about any aspect of its activities. Not all complaints will necessarily result in the outcome the complainant may be looking for, for instance Government or Awarding Body policy or curriculum decisions outside our control may affect the type of service we are able provide. However, whatever the decision **Wttl** will inform every complainant of the outcome and the reasons for it.

Wttl expects that, in raising possible issues of complaint, learners, employers and customers will have met their course/contractual commitments and have observed an acceptable level of behaviour and consideration for others.

All concerns raised will be dealt with in line with relating company policies such as;

- Malpractice and Maladministration Policy
- Complaints and Appeals Policy
- Employee Handbook

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- Safeguarding Young People and Vulnerable Groups Policy
- Conflict of Interest Policy
- Equality and Diversity Policy

If you have a complaint which is not about **Wttl's** services, assessment or teaching but instead relates to a more sensitive and personal issue such as harassment you can refer this in confidence to the Operations and Planning Manager or our Designated Safeguarding Officer.

Refunds - If, after investigation, the resolution of a complaint involves **Wttl** processing a refund of monies paid by a learner, employer or customer, the payment will be raised within 7 working days of the confirmation of this course of action to the complainant.

Confidentiality - Every attempt will be made to ensure that both the complainant and **Wttl** maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Implementation.

Any complaints received will be handled in the following way;

➤ **Stage One**

Complaints of a minor nature should be raised immediately with the Instructor, Tutor or member of staff concerned. It is anticipated that most complaints will be resolved this way.

Having done this if you are not satisfied with the response to your complaint Stage 2 of this procedure should be followed.

➤ **Stage Two**

Where it has not been possible to resolve matters to your satisfaction under Stage One you should contact the Operations and Planning Manager at **Wttl's** Training Centre and give the full details of your complaint.

You will receive an acknowledgement of your complaint in writing within 2 working days.

The complaint will then be fully investigated. It is our aim that all complaints under Stage Two of this procedure will be resolved within 14 days. You will be informed in writing if there is any delay to this process.

You will receive written notification of the outcome of your complaint which will give the decision and the reasons for it.

If you remain unsatisfied with the outcome then Stage 3 of this procedure should be followed.

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➤ Stage Three

In the unlikely event that you remain dissatisfied with the outcome from Stage Two there is the opportunity to appeal the decision made in Stage Two by writing to **Wttl's** Director of Quality Assurance and Compliance at **Wttl's** Training Centre giving the full details of your complaint.

Stages 1 and 2 must have been followed before the Director of Quality Assurance and Compliance will consider the appeal.

You will receive an acknowledgement of your appeal in writing within 2 working days.

The appeal will then be fully investigated. It is our aim that all appeals will be resolved within 14 days. You will be informed in writing if there is any delay to this process.

You will receive written notification of the outcome of your appeal which will give the decision and the reasons for it.

If the complaint involves a **specific qualification** and you still remain unsatisfied with the outcome received from **Wttl** then Stage 4 of this procedure should be followed.

➤ Stage Four

If, despite the best efforts of the management of **Wttl**, you still remain unhappy, the final right of complaint would be to the End Point Assessment Organisation or Awarding Organisation of the relevant qualification. The contact details of which can be obtained from **Wttl's** Operations and Planning Manager.

The End Point Assessment Organisation or Awarding Organisation will have their own Complaints and Appeals Policy and procedures which will confirm the process by which they will handle any complaint and this will include the details of the Qualification Regulator who can be contacted if you are not happy with their decision in the matter.

Note:

The Education and Skills Funding Agency (the ESFA) will not usually deal with a complaint unless the complaints procedure of the provider has been exhausted. If the ESFA believes that the provider is not dealing with a complaint appropriately or effectively, they may intervene before the provider's procedure has been exhausted.

If, once all the stages of our complaints procedure have been followed, you feel that you would like to refer the matter to the ESFA you should make your complaint to the Complaints Team, Education & Skills Funding Agency, Cheylesmore House, Quinton Road, Coventry, CV1 2WT or email complaintsteam@esfa.bis.gov.uk. as soon as possible of receiving the outcome from Stage 4 of our procedure. A copy of the Agencies procedure for investigating complaints can be found in our canteen and at <http://skillsfundingagency.bis.gov.uk/aboutus/contactus/complaints>.

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Monitoring and Review.

This policy will be monitored regularly in line with any changes in legislation or company procedures or where concerns are raised, with a full review being carried out once a year.

Responsibilities.

The Director of Quality Assurance and Compliance has overall responsibility for this policy and its implementation and review.