



# **Westwood Training and Consultancy**

## **Complaints Policy and Procedures**

### **Purpose**

This document sets out WTC's Complaints Policy and procedure and is for learners, staff, applicants, visitors and any interested parties who are engaged either directly or indirectly with WTC activities.

### **Policy Statement**

We value all our learners, staff, and visitors, and aim to provide excellent service and training in all aspects of what we do. Therefore, it is important, should you feel you have encountered a level of service that is below what is expected, that you raise any concerns with us immediately so that they can be addressed, and lessons learnt. This policy sets out the procedures to ensure a complaint has a voice.

### **Scope**

This policy covers complaints learners, stakeholders, staff may wish to make in relation to the activities of WTC and how to make the complaint. Complaints may include both academic and non-academic matters.

### **Making a Complaint**

There is no fee for a complaint.

Students are encouraged to raise complaints at an early stage with their WTC tutor the Head of the centre. At WTC all voices will be heard.

We would normally expect to receive details of the complaint within one month of the event you are complaining about.

We aim to investigate the complaint within 10 working days.



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The complaints process should take no more than 30 days to achieve the final outcomes, from the receipt of the complaint.

## Complaint Details

When you wish to make a complaint, we will need the following details:

- your full name
- contact details including a daytime telephone number
- a full description of your complaint (including the subject matter and dates and times if known)
- copies of any papers or letters to do with the complaint

Our Data Protection Policy and Privacy Notice, which can be seen on our website, explain how we use and protect your information.

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and, if you are concerned about possible adverse consequences, please inform us that you do not wish us to divulge your identity.

While we are prepared to investigate issues which are reported to us anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the complaint/allegation relates.

## Complaints Process

To make a complaint please either approach your tutor, head of centre or put your complaint in writing by completing the complaints form which can be found on the website in the policies folder.

We will acknowledge receipt of your written complaint within 3 working days or receipt, letting you know who is investigating your complaint, and ensuring you understand the complaints process.

At this point your complaint will be entered onto the Complaints record sheet held by the Head of Centre. This enables us to track patterns and identify themes in complaints received by WTC. Our quality committee, IQA and EQA will have access to our complaints record.

If you file a complaint with Head of Centre, they will review the complaint and initially take the time to speak to all parties involved, to create an opportunity to mediate the complaint in a less formal way. This gives an informal voice to the complaint and ensures enables WTC to seek to understand the complexity of a complaint.



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Should an outcome not be found through the mediation process then the complaint will become a formal complaint. A full and thorough investigation will be carried out by the Head of centre. If your complaint is more complex or involves people who are not available at the time, we may need to extend the time allowance for the complaint process. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation, we shall write/email to inform you of our decision.

At all times we will ensure that WTC staff assigned to the complaint will have the appropriate level of training and competence.

We aim to informally investigate the complaint within 10 working days. We aim to bring all complaints to an outcome within 30 days from initial receipt of the complaint.

## **What if I am not happy with the reply?**

If you are still unhappy with the decision taken by WTC in reviewing the complaint you can, where relevant, take the matter through our Appeal arrangements which are outlined in our Appeals Policy.

## **Review**

The policy will be reviewed in September 2022

We will review this policy and its associated procedures annually as part of our self-evaluation arrangements and/or in response to customer, or regulatory feedback and any trends that may emerge in the types of queries we may have received.