

VERSION 3 – MARCH 2020



COMPLAINTS POLICY

Purpose of the policy

1. Willows End Training has a Complaints Policy to enable clients including learners, employers, and other stakeholders, who have legitimate complaints to have them addressed in the interests of continually improving the service we offer.
2. Willows End Training welcomes constructive comments and criticisms from learners. Whatever is stated will be taken seriously and dealt with objectively and efficiently, for the following reasons;
 - 2.1. Complaints tell us when learners are not happy with a service and this gives Willows End Training the opportunity to put things right
 - 2.2. Comments/suggestions provide ideas on how Willows End Training can improve its services
 - 2.3. Compliments let Willows End Training know when learners are happy with a college service and tell us when something is working well. The good practice can then be shared with other college services
3. This procedure may be used by any learner regardless of mode of attendance or venue (including prospective learners and learners who have recently left Willows End Training), parents, carers, employers and any other members of the community served by Willows End Training.
4. The complaints procedure can be applied to complaints about:
 - Enrolment
 - Quality of teaching
 - Treatment by Staff
 - Behaviour of other Learners
 - Information, Advice and Guidance
 - Facilities

Note:

This procedure should not be used for:

- Appealing an assessment grade, for which there is a separate Academic Appeals Procedure.

- Matters relating to harassment which are covered in the Anti-bullying & Harassment Policy or matters relating to potential personal injury which are covered in the relevant Health and Safety documents.

Note: The **complainant** is the person making the complaint.

How to Make a Complaint

1. All formal complaints must be made in writing and sent to the Director:

Tracey Woolsgrove

Tracey@willowsendtraining.co.uk

07795 554089

2. Representatives of organisations may wish to write their own letter of complaint on behalf of their organisation, but in this case, they should take care to clearly state the nature of the complaint and the people involved, identifying when and where the incident/circumstances occurred and stating the named contact in the organisation with whom.
3. Every complaint will be dealt with separately unless a group of complaints relate to the same individual. If a group of learners wish to make a joint complaint, one person, possibly the course representative should be nominated to 'lead' the complaint. All the rest of the complainants must individually sign and all names must be clearly identified. In some circumstances all signatories may be asked to individually confirm that they wish to proceed with the complaint.
4. When the complaint is against a member of staff or another learner, the person being complained about will be notified of the complaint. Once a complaint of this nature has been made it cannot be withdrawn until it has been investigated and a conclusion reached.
5. Subjects of a complaint will not be responsible for investigating the complaint.
6. If the complainant wishes to remain anonymous he/she must be informed that a formal complaint against a member of staff or other learners cannot be pursued.
7. Once received, all complaints will be acknowledged within 5 working days by the Director, and investigations completed as quickly as practicable.
8. The complainant will be updated by the Director on the progress of their complaint every 15 working days until the matter is resolved.
9. The Director may interview parties involved in the complaint. In this case such parties may be accompanied by a representative. A learner will be entitled to be accompanied by a "friend" who may be a relative, fellow learner, union

representative or appropriate member of staff but not by a legal or other professional adviser.

10. A letter of response will be composed by the Director.
11. If the complainant is not satisfied with the response, he/she should contact the Director who will determine whether the complaint has been properly dealt with under this policy.
12. If the learner feels that the complaint has not been dealt with effectively and it relates directly to their assessment or qualification, then the learner will be able to follow the awarding body appeals procedure. A copy of this is provided to each learner during their induction.

Staff Responsibilities

The Director should:

- reply to complainant within 5 working days of receipt of the complaint
- advise the complainant that attempts to influence witnesses before the case has been investigated may prejudice his/her original complaint (if applicable)
- advise the person(s) complained against, of the complaint and unless there is a demonstrable fear of intimidation or victimisation, of the name(s) of the complainant(s)
- compose the letter of response
- maintain a confidential file of complaints and responses and any other relevant correspondence
- ensure the file is up to date
- produce an annual Complaints Report.