

2019

Complaints Policy



Webs Training Limited
The Poplars,
Nottingham
NG9 2PD
0115 967 7771

Date: July 2019

Purpose of Policy: Sets the process for anyone wishing to make a complaint about WEBS Services.

Approved by: Nick Crowther (Chair of the Board of Directors)

Responsibility for Updates: Sammy Jones /Lorraine Jameson (Head of Business & Quality Assurance)

Policy applies to: Learners, Parents, Staff, Board members, Visitors, key stakeholders

Version no: 3

Proposed Date of Review: July 2020

Version History			
Version	Date	Detail	Author
1	10.12.14	Creation and implementation	Sammy Jones
2	19.08.16	Review	Sammy Jones
3	23/07/19	Review & Update	Sammy Jones

Links and Dependencies

This policy is part of a suite of support policies defining employee entitlement and support arrangements and should be read in conjunction with the following policies and procedures

- Access to Fair Assessment Policy
- Bullying & Harrassment Policy
- Complaints Procedure
- Confidentiality Policy
- Disciplinary Policy
- E&D Policy
- Health and Safety Policy
- Safeguarding Policy
- Staff Resource Handbook
- Staff Guidance on Dealing with Disruptive & Threatening Learners
- Student Code of Conduct

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Policy Statement

We at WEBS Training Ltd believe that if anyone wishes to make a complaint or register a concern they should find it easy to do so. WEBS Training's policy is to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide a better service.

This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments by users are taken seriously. We believe that failure to listen to or acknowledge complaints will lead to an aggravation of problems, customer dissatisfaction and poor reputation.

WEBS Training Ltd supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at between just the complainant and WEBS Training Ltd.

Complaints relating to any form of bullying or harassment or safeguarding will be handled in accordance with the relevant policies.

Aim

The aim of WEBS Training Ltd is to ensure that its complaints procedure is properly and effectively implemented, and that complainants feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

Goals

- Customers and their representatives are aware of how to complain, and that
- WEBS Training Ltd provides easy to use opportunities for them to register their complaints.
- A named person will be responsible for the administration of the procedure.
- Every written complaint is acknowledged within two working days.
- Investigations into written complaints are held within 17 working days.
- All complaints are responded to in writing by WEBS Training Ltd.
- Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both WEBS Training Ltd and their customers.

Lead Contact

The named manager, with responsibility for co-ordinating & dealing with complaints, is Lorraine Jameson.

Call: The Head of Business & Quality Assurance on 01159 677771

E-mail: l.jameson@webstraining.com

Write to: The Head of Business & Quality Assurance at WEBS Training Ltd, The Poplars, Wollaton Road, Beeston, Nottinghamshire NG9 2PD

If your complaint is about a member of staff, you should first raise this with the Managing Director either in person or in writing, and a meeting can be arranged with the Managing Director to discuss the issue at hand.

If your complaint is about the Managing Director, you should raise your concern in writing with the chair of the Board of Directors.

When an issue or concern first arises

WEBS Training Ltd ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Head of Business & Quality Assurance will investigate your complaint and respond to you within 7-14 days wherever practicable.

If you have a concern that you would like to take up with us you should initially inform a member of staff either in person, over the telephone or in writing. You may then be invited to an informal meeting with the member of staff most appropriate for dealing with your concern.

We encourage our apprentices, their parents, employers and other key stakeholders to approach staff with any concerns they may have and aim to resolve all issues with open dialogue and mutual understanding.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve talking to relevant staff.
3. You may then be invited to a meeting to discuss and hopefully resolve your complaint. We will aim to do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, we will write to you to confirm what took place and any solutions that have been agreed with you.
5. If you do not want a meeting or it is not possible, The Head of Business & Quality Assurance will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
6. All complainants will be informed of their right to appeal. Appeals will be dealt with by the Managing Director or the Chair of the Board of Directors as appropriate.

We will maintain confidentiality at all times and will only disclose information to others as is necessary to complete any investigation. The complaints and compliments monitoring logs will hold the names of individuals, but any summary reports prepared for internal & external monitoring purposes will not name individuals or organisations.

All information about a complaint will be retained for 3 years.

Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Managing Director. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Managing Director will investigate in full and respond to you within 7 days.

The Managing Director can be contacted on:

Call: 01159 677771

E-mail: s.jones@webstraining.com

Write to: The Managing Director at WEBS Training Ltd, The Poplars, Wollaton Road, Beeston, Nottinghamshire NG9 2PD

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the relevant Awarding Organisation directly.

For Highfield accredited qualifications, the Awarding Organisation is Highfield Awarding Body for Compliance (HABC) and their complaint policy can be located on their website: www.highfieldabc.com. Alternatively please speak to the HABC team on 0845 2260350.

For City & Guilds accredited qualifications, the Awarding Organisation is City & Guilds Feedback and Complaints team, 1 Giltspur Street, London, EC1A 9DD. Their complaints & Feedback policy can be found on their website www.cityandguilds.com. Alternatively you can email them at feedbackandcomplaints@cityandguilds.com

For OAWards accredited qualifications, the Awarding Organisation is Occupational Awards Ltd. A copy of their complaints procedure can be found on their website at www.oawards.co.uk. Alternatively you can contact their Quality Team at The Catalyst, Baird Lane, Heslington, York, YO10 5GA or telephone them on 01235 432032 for more information.

Should you address your complaint to an Awarding Organisation and remain unhappy with the outcome you may then escalate your complaint to the relevant qualification regulator. For England, this is the Office of Qualifications and Examinations Regulation (Ofqual). More information can be found on the Ofqual website at www.gov.uk/ofqual or you can email them at complaints@ofqual.gov.uk.

For general complaints about Government or Levy sponsored training programmes, you can raise your complaint with the **Education & Skills Funding Agency at Cheylesmore House, Quinton Road, Coventry CV1 2WT** once you have exhausted the WEBS Training Ltd formal complaints procedure.

If you have any queries about the contents of this policy, please contact the Head of Business & Quality Assurance directly on 01159 677771 or email info@webstraining.com