

2021

Complaints Policy



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

Date: 01 December 2021

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

Approved by: Nick Crowther (Chair of the Board)

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

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

Version no: 6

Proposed Date of Review: December 2022

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
4	13.01.20	Review & update	Lorraine Jameson
5	20.01.21	Review & update	Lorraine Jameson
6	01/12/21	Review	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 & Harassment 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

Signed



Dated 01.12.21

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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.

What is a complaint

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.

This is an expression of dissatisfaction or disquiet by someone or an organisation about our service or member of staff which requires a response in writing. Complaints provide another valuable form of feedback. This helps us to understand how we can improve our service and customer relationships. Webs Training is committed to having a good systems in place for dealing with complaints efficiently and promptly.

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 the Head of Business & Quality Assurance, you should raise your concern in writing with the chair of the Board of Directors.

How to raise a complaint & timescale

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 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 the Chair of our Board of Directors. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Chair will investigate in full and respond to you within 7 days.

The Chair can be contacted on:

Call: 07831 102 454

E-mail: nick@t-s.co.uk

Write to: The Chairman 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 City & Guilds accredited qualifications:

City & Guilds Feedback and Complaints team, 1 Giltspur Street, London, EC1A 9DD.

www.cityandguilds.com.

Alternatively you can email them at feedbackandcomplaints@cityandguilds.com

For PIABC accredited qualifications:

PIABC Limited, The Boilerhouse, Caunt Road, Grantham, Lincolnshire, NG31 7FZ.

<http://www.piabc.org.uk>

Alternatively, please speak to the PIABC team on 01476 513884, or email piabc@iom3.org

For Occupational Awards accredited qualifications:

Occupational Awards Limited, Quality Team, The Catalyst, Baird Lane, Heslington, York, YO10 5GA.

www.oawards.co.uk.

Alternatively, please speak to the OAL Quality team on 01904 236483, or email

quality@oawards.co.uk

For Highfield (HABC) accredited qualifications:

Highfield Qualifications, Highfield House, Heavens Walk, Lakeside, Doncaster, South Yorkshire, DN4 5HZ.

<https://www.highfieldqualifications.com>

Alternatively, please speak to the HABC team on 0845 2260350, or email

info@highfield.co.uk

For Achieve & Partners accredited qualifications & EPA:

Achieve & Partners Limited, Clifton Moor Business Village, 2, James Nicolson Link, York YO30 4XG

<https://achievepartners.co.uk>

Alternatively, please speak to the Achieve & Partners team by email

info@achievepartners.co.uk

Should you address your complaint to an Awarding Organisation and remain unhappy with the outcome you may then escalate your appeal 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