

# Complaints Policy – D14

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## Document Control

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### Document Change Log

Version History			
Version	Date	Detail	Author
1.0	2015-02	Initial creation	Angela McArdle & Alan May
2.0	2017-05-30	Revised for re-assignment from CCE to WDR	Alan May
2.1	2017-11-03	Reviewed in preparation for ISO27001 & placed under policy review schedule: Annual in month #2	Alan May
2.2	2018-04-11	Checked and updated	Anna Meredith
2.3	2019-04-02	Reviewed and updated	Tony Bates
2.4	2019-05-06	Reviewed and updated with monitoring visit actions.	Tony Bates

### Document Update

This policy shall be the subject of the following review schedule:

- Annual review cycle in month #2
- Adhoc changes due to change in process

## Policy and Procedures

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### Scope

This policy applies to all activities undertaken by WDR.

The policy provides a definition and examples of complaints which may occur for the WDR, associate, contractor, or learner. However, we recognise that we may receive complaints from any member of the public in relation to our services.

The process for making a complaint is described along with escalations outside of the WDR organisation.

Any complaint which is raised by a non-WDR organisation must be referred directly to the General Manager.

### Acknowledgement

WDR acknowledges that by its very nature that elements of this policy have been sourced from ILM material freely available to ILM Centres.

## Definition

"A complaint is an expression of dissatisfaction about our products, services or the complaints-handling process itself where it's clear that the expectation is to identify the cause of the problem and to take some kind of remedial action."

## Process

We aim to give everyone an excellent experience when dealing with WDR, so we welcome comments, suggestions and feedback about the service that has been experienced when contacting us or when using any of our products or services.

### Initial complaint handling

Many matters can be resolved informally so the initial contact should be to WDR Learning Services Team on +44 (0) 1403 268251 or email [learning@wdr.co.uk](mailto:learning@wdr.co.uk) as it may be possible to resolve the issue straight away.

If the issue needs to be formally recorded, then the Formal Complaints process should be followed.

It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- Incorrect/inaccurate course materials
- Errors in processing data
- Lack of response to queries
- Unable to unsubscribe to emails
- Website issues
- Bad or in-appropriate tutoring
- Delay with receipt of certificates or joining instructions
- Non-compliance with stated process e.g. not adhering to published timescales or processes

## Formal Complaint Handling

### *Overview and Timeline*

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

WDR's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated.

The three stages to our complaints process are -

### *Stage one*

If you have a complaint in relation to the service you have received from WDR please raise your concern by emailing [learning@wdr.co.uk](mailto:learning@wdr.co.uk), explaining the problem as clearly and fully as possible, including any action taken so far. You can also contact the Learning Services team, by phoning on +44 (0) 1403 268251.

If there is an allegation of malpractice or maladministration the please refer to the Malpractice and Maladministration Policy.

WDR will acknowledge any complaint within two working days and let the complainant know the name of the WDR employee who has been assigned the complaint and the complaint reference number. WDR will appoint an appropriate person to investigate the matter on the complainant's behalf. WDR aim to resolve complaints within five working days but if it is going to take longer than that WDR will keep the complainant fully informed.

Once WDR has completed the investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

### *Stage two*

If you are not satisfied with the response you receive to your complaint, or the remedial action that was agreed is not made or did not resolve the situation, you can take the matter further by contacting the WDR General Manager, Tony Bates, by emailing [learning@wdr.co.uk](mailto:learning@wdr.co.uk) setting out why you are dissatisfied. Please provide your complaint reference number in your communication.

The WDR General Manager will undertake a full review of the original complaint, the evidence collected by the person who investigated the matter on your behalf and their initial response. Consultation with all parties will take place to provide you with WDR's response and any further actions that may need to be taken.

### *Stage three*

If you are still not satisfied with the response or resolution, WDR will advise you of how you can escalate the matter to any other organisations involved in your study programme, such as Institute of Leadership and Management (ILM).

Details of these other organisations complaints processes are listed in the section External Organisation Complaint Processes.

## Confidentiality

Except in exceptional circumstances, WDR will try to ensure that your complaint remains confidential, but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations, WDR will discuss this with you.

## Continuous Improvement

All complaints are reported and reviewed internally each month. They are also reviewed by the WDR Quality Assurance Team to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation.

WDR aims to improve our business processes and our response to customers in light of the learnings from the feedback we receive.

This policy shall be the subject of an annual review cycle or as necessary.

## External Organisation Complaint Processes

### ESFA

If your programme funded by ESFA you can complain to the ESFA.

If you have fully exhausted the WDR complaints procedure, have evidence of this and remain dissatisfied, or if are being prevented from exhausting WDR's complaints procedure, you can contact ESFA.

They cannot re-investigate a complaint you have made to WDR but they can review whether WDR has investigated your original complaint in line with their procedure.

Please refer to the following link which will explain how you can do this.

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

### Ofqual

If your complaint relates to a qualification regulated by Ofqual you may complain directly to Ofqual if you have exhausted the WDR and the relevant awarding bodies (e.g. ILM) complaints procedure. Please refer to the following link which will explain how you can do this <http://ofqual.gov.uk/complaints-andappeals/>

### Welsh Government

If your complaint relates to a qualification regulated by the Welsh Government you may complain directly to the Welsh Government if you have exhausted the WDR and the relevant awarding bodies (e.g. ILM) complaints procedure.

Please refer to the following link which will explain how you can do this

<http://wales.gov.uk/topics/educationandskills/qualificationsinwales/qualificationregulation/complaining/?lang=en>

### Scottish Qualifications Authority (SQA)

Learners registered on a Scottish Vocational Qualification have the right to complain direct to the regulator, the Scottish Qualifications Authority (SQA). Particularly should they remain unhappy with decisions made by the centre and by further complaint to ILM.

Please refer to the following link which will explain how you can do this

<https://www.sqa.org.uk/sqa/25071.html>