

# Complaints Policy

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## Version Control

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## 1. Introduction

This policy describes the processes for all external customers who wish to raise a complaint regarding a service provided by WBTC.

Complaints may come from a number of sources including, but not restricted to:

- A learner
- A Learner Applicant
- An Employer or their representative
- A Parent/Guardian or Carer of a learner
- One of our Sub-Contractors

A complaint can be received verbally or in writing. All complaint information will be handled sensitively, telling only those who need to know and following any relevant Data Protection requirements.

Overall responsibility for this policy and its implementation lies with the Executive Director on behalf of the Board of Trustees.

WBTC views complaints as an opportunity to learn and improve for the future, as well as a chance to find a resolution for the customer.

## 2. Policy Aims

- To provide a fair complaints procedure which is easy to use for anyone wishing to make a complaint.
- To make sure complaints are investigated in a timely manner.
- To make sure that complaints, wherever possible, are resolved and that the relationships are repaired.
- To gather information which helps us to improve what we do.

### 3. Procedure

Should a complaint be submitted that is in fact an enquiry or an appeal, we will refer to our Appeals Procedure which all learners are given at the start of their programme.

If there are concerns around how an examination or assessment has been delivered or conducted and Malpractice or Maladministration is suspected, we will refer to WBTC's Malpractice and Maladministration Policy.

Customers who wish to complain about Subcontractors should exhaust the subcontractors own Complaints Policy prior to contacting WBTC. This will enable the subcontractor to carry out their own investigation and prepare an appropriate response.

### 4. Complaints Procedure Stages

#### STAGE 1

All complaints need to be raised immediately with a member of WBTC staff, this can be done either verbally or in writing.

Alternatively, written complaints can be sent directly to WBTC's Executive Director:

Craig Mincher  
Executive Director  
West Berkshire Training Consortium  
7 Cheap Street  
Newbury  
Berkshire  
RG14 5DD  
Email: [Craig@wbtc-uk.com](mailto:Craig@wbtc-uk.com)

You will be asked to provide your full name, address and telephone number and a full description of your complaint including subject matter, dates and times and people involved.

Your complaint will then be passed to the relevant manager who will contact you within 3 working days from the complaint being received.

You may be asked to give further detail about your complaint to enable this to be investigated fully and in most cases you will then be asked to formally document your complaint if you have not yet done so.

The Manager will inform the Executive Director of the impending complaint.

#### STAGE 2

WBTC aim to investigate the complaint within 10 working days of the initial contact. If your complaint is more complex or involves people who are not available at the time we may extend this.

The investigating manager will look into the complaint with all the relevant parties and may contact you within this period to seek further information or clarification. In some instances a meeting may be recommended.

At the end of the investigation we will write/email you to inform you of our decision. There is no appeal within WBTC against the decision as it is on behalf of the Board of Trustees.

If the outcome is a successful resolution of your complaint the process ends here and all notes relating to the investigation will be kept on WBTC's Complaints File along with the WBTC's internal records.

In situations where a complaint has been successfully resolved but indicates a failure in our processes, WBTC will give due consideration to the outcome and will take appropriate action such as:

- Identify any other learners who may be affected by the failure
- Correct or where it cannot be corrected, mitigate as far as possible the effect of the failure
- Ensure the failure does not re-occur in the future

### STAGE 3

If for any reason a successful resolution is not achieved and you are still dissatisfied, your complaint can be escalated to the relevant Awarding Organisation and we will provide you with their details upon request.

If you still remain unhappy with

## 5. Confidentiality and Whistleblowing

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details. If you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity. If it helps to reassure you on this point, we can confirm that we are not obliged to disclose information as to do so would be a breach of confidentiality.

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

## 6. Review

Notwithstanding our current policies and procedures, the Senior Leadership Team reserve the right to amend, curtail or terminate this policy at any time and without notice.

## 7. Quality Assurance

This Policy will be reviewed every two years, sooner if legislation, best practice or other circumstances indicate this is necessary. It shall remain in force until any alterations are formally agreed.