



Education & Skills
Funding Agency



European Union
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Social Fund



Compliments, Suggestions and Complaints Policy

1. Introduction

Wildes Education is committed to ensuring the provision of high-quality training services. We believe that all users of our services have the right to make a complaint when they are dissatisfied with the service they have received.

As an organisation we welcome and take seriously any compliments, suggestions or complaints that can improve and develop our services. We aim to ensure that complaints are dealt with in a courteous and efficient manner and that they are resolved without avoidable delay. In addition to the formal evaluation process, we have in place for all our training programmes, any external individual/organisation's informal feedback, suggestions and any associated actions should initially be sought through their usual contact at Wildes Education.

Wildes Education may maintain a record of compliments, suggestions for improvement and a formal log of complaints including a summary of the resolutions or planned action. Information relating to a complaint may be **shared** internally to enable us to investigate the matter and on occasion externally with third parties such as awarding organisations and/or regulatory bodies. **Sharing** will only take place where the law allows it and in compliance with current general data protection regulations. **Consent** can be withdrawn at any time by contacting the Data Protection Officer.

2. Compliments and Suggestions

Wildes Education value all feedback from our customers and other external relationships. It forms an important part of our quality assurance procedures and commitment to improve and develop the services we provide.

Wildes Education want to hear about the things within our service that you feel have been a good experience to you. If you feel, for example, the learning and training you have received has been a good experience and has encouraged you to continue your learning journey to progress to the next level, you may have developed a good relationship with one of our team through the support you have received, or the benefits of the qualification you have undertaken, then submit your feedback by:

- **Post:** Wildes Education, Wildes House, Worksop Road, Clowne, Chesterfield, S43 4TD,
- **Email:** quality@wildeseducation.co.uk

Subject to contributor agreement, feedback may be used as the basis of published case studies and good news stories. If preferred, contributors may retain anonymity in such instances.

3. Complaints Overview

Wildes Education recognise that there may be occasions when its actions do not meet expectations. We believe that most issues can be resolved quickly and at the informal stage however, where complaints are not resolved at the informal stage the individual has the right to raise a formal complaint.

Formal complaints will be investigated by a senior member of staff and anyone making a formal complaint will be treated fairly and respectfully and can remain anonymous.

All complaints will be taken seriously and investigated in accordance with the procedure set out in this policy.

4. Complaints Policy

This policy is designed to:

- *Provide clear guidance for the resolution of complaints in a way that is fair to both the individual and the company.*
- *Maintain confidentiality as far as reasonably possible for all parties involved in the complaint.*
- *Identify areas for improvement.*

Stage 1 – Informal Complaint

In the first instance many issues can be resolved quickly through the informal stage and can be best dealt with by the appropriate member of staff. This will normally be the allocated assessor/skills development coach.

Informal complaints should be raised within 5 working days of the original issue arising and it is expected that informal complaints will be resolved within 5 working days.

In many cases the outcome of the complaint will be communicated verbally. The company does not require written confirmation of the outcome unless this is specifically requested by the complainant. If resolution is not found at the informal stage or matters are too significant for the informal approach the individual may wish to make a formal complaint.

Stage 2 – Formal Complaint

The Individual should raise a formal complaint (formal statement by the individual) within 10 working days of the issue arising and this must be in writing to: The Quality Team:

- **Post:** Wildes Education, Wildes House, Worksop Road, Clowne, Chesterfield, S43 4TD,
- **Email:** complaints@wildeseducation.co.uk

At this stage, on receipt the formal complaint will be logged by the quality team.

- **The quality team will** acknowledge receipt of the complaint within 2 working days from receipt of the formal complaint.
- **The content of the complaint will** be reviewed and escalated to the relevant senior manager to investigate.
- **The investigating manager**, usually a manager from the team to the complaint will take any necessary measures to ensure the matter raised remains confidential to those directly involved in the investigation of, and response to, the complaint. All staff and individuals who become aware of any of the issues involved in the formal complaint are to keep this information confidential except insofar as is necessary to progress, investigate or respond to the complaint.
- **During the formal complaint stage**, it is expected for both parties to continue that relationship in a professional manner and allow the matter to be progressed through the formal procedure. Under exceptional circumstances or, if the complainant requests it, we will make alternative arrangements to ensure all relevant individuals are not disadvantaged.
- **The investigating manager will communicate their final decision within 10 working days of receiving the stage 2 formal complaint.**

5. Complaints beyond the company

Stage 1 escalation rights - Individuals have the right to make a complaint about an assessment related matter (not assessment decision as this is dealt with in the appeals procedure) to the relevant awarding organisation.

- If an individual wishes to exercise this right, the details can be requested from the assessor/skills development coach, IQA, or quality team.
- Learners may not raise a complaint to an awarding organisation which is not related to the qualification.

Stage 2 escalation rights – If all the above stages have been exhausted and the individual remains dissatisfied they have the right to escalate the complaint to: The Office of Qualifications and Examinations Regulation (Ofqual) regulates qualifications, examinations and assessments www.gov.uk/government/organisations/ofqual

6. Retention

The companies' retention period is set out to comply with awarding organisations certification retention periods and government guidance. After this period will be securely destroyed.

7. Right to Access

Rights to Information Learners have individual rights to access personal data that is being held about them, either on computer or in manual files.

Any person who wishes to exercise this right is required to submit a subject access request to The Data Protection Officer.

Head office number is 0114 228 8588

8. Evaluation of Complaints/Compliments and Suggestions for Improvement

The Quality and Compliance Manager will have the responsibility for reviewing and reporting on all complaints and their outcomes monthly.

At the end of the academic year will prepare an annual summary evaluation of the number and general character of complaints, compliments, and suggestions. This report may inform future changes in service delivery.

This policy will be reviewed on an annual basis by the Quality and Compliance Manager.

Compliments, Suggestions and Complaints Form

Name

Date

Address:

Contact Number:

Email:

Apprenticeship:

Skills Development Coach:

Details of your Compliment, Suggestion or Complaint

What would you like us to do?

Document Control

Date of Change	Version	Overview of amendment	Amended by / Job Title	Approval by and Date
03/10/2019	3	Policy review	Susanna Mather	Director of Apprenticeships
01/07/2021	4	Full policy review and update	Julie Lawton Quality & Compliance Mgr.	S Lawrence 06/07/2021 Director of Education