

Policy Name	Customer Complaints
Policy Lead	CEO
Original Issue Date	August 2015 (At version 1)
Last Review Date	31 st July 2024
Next Review Date	31 st July 2025
Version	10
Authorised by	Kirstie Wright
Signature/Board Ref	

Contents of this policy document

Section		Page No
1	Policy statement	2
2	Policy scope / audience	2
3	Policy details	2-3
4	Policy definitions used	3
5	References (internal and external)	3

Revision History

Version	Type	Date	Notes
1-7	Annually Updated	August 22	August 22 – updated to new template
8	Revisit	January 24	Updated to reflect currency
9	Annual Review	31 st July 2024	Annual Review
10			
11			

Policy statement

If a learner or employer is dissatisfied with WS Training they have the right to complain, following the official procedure as follows:

- Stage 1 The Learner /Employer should first talk to their contact at WS Training to try and resolve problem.
- Stage 2 If no solution can be found the Learner/Employer should submit a written complaint to WS Training

Policy scope

The policy is intended to provide information to all customers/stakeholders of the complaint process.

Policy details

Handling the Complaint

It is a requirement of WS Training Limited that:

- Complaints are to be acknowledged within 48 hours of receipt by telephone or email.
- Investigation of complaint is to be started within 1 week of receipt.
- Complaints are to be investigated by a manager.
- All complaints should be resolved within 4 weeks of the date of start of complaint

On completion of the investigation

All persons involved in the complaint are informed of any outcomes by telephone or email within three (3) working days of date complaint has been resolved.

All investigation notes and a record of the complaint are to be filed together.

Completed notes and record of the complaint to be passed to the WS Training Head of Quality and may be passed to other relevant persons and authorities who are dealing with the complaint in line with GDPR regulations

At the conclusion of our complaints process, if the complainant remains dissatisfied, they may escalate their complaint to the Education Skills Funding Agency (ESFA). To make a complaint please email complaints.ESFA@education.gov.uk or write to **Complaints Team Education Skills Funding Agency Cheylesmore House Quinton Road Coventry CV1 2WT**

If you are still not happy with the result of the investigation, you can complain to the Parliamentary Ombudsman through your local MP.

Candidates on regulated qualifications also have the right to complain to Ofqual, SQA or Qualification Wales as appropriate) once they have exhausted their Centres' complaints procedure and the Awarding Organisations complaints procedure.

For complaints in relation to any Apprenticeship qualifications please refer to WS Training's Appeals Procedure which will give you clear information on the process to follow and who to contact.

Policy definitions used

GDPR – The General Data Protection Regulation, May 2018

OFQUAL - The Office of Qualifications and Examinations Regulation (**Ofqual**) regulates qualifications, examinations, and assessments in England.

SQA – Scottish Qualification Authority / Scottish Qualification Accreditation

References (Internal and External)

1. ESFA [Complaints about post 16 education and training provision funded by ESFA - GOV.UK \(www.gov.uk\)](#)
2. OFQUAL [Ofqual Complaints and Whistleblowing](#)
3. SQA [Complaining to SQA - SQA](#)
4. SQA Accreditation [SQA Accreditation - Contact Us](#)
5. WS Training Appeals Procedure
6. WS Training standard operating procedures