

WTD Complaints Policy and Procedure

1. Introduction and Policy statement.

Workforce Training & Development Ltd (WTD) is committed to providing the best possible service for all of its learners, as well as parents, employers, and all other stakeholders. We do however acknowledge that learners can at times feel dissatisfied and are entitled to have their concerns listened to and addressed. In such cases we endeavour to respond quickly, positively, confidentially, courteously, and effectively. Normally, learners are invited to raise their concerns in the first instance with the appropriate member(s) of staff, as a complaint can often be resolved quickly and simply in this way. However, if learners are not satisfied with the initial response made, or do not wish to use this route, they may formally complain instead.

WTD believes that if a learner, employer, or other stakeholder wishes to make a complaint or register a concern, they should find it easy to do so.

A complaint is defined as: any complaint from any customer, employer, learner, or anybody affected by the standard of quality of our service, action, or lack of action by telephone, letter, social media, post, e-mail, or visit.

It is company policy to welcome complaints and look upon them as an opportunity to learn, adapt, improve, and provide better services. This procedure is intended to ensure that complaints are dealt with properly and that all complaints or comments by learners, employers or other stakeholders are taken seriously.

The procedure is not designed to apportion blame, but rather to ensure that the company is able to continuously improve its services and levels of customer service and satisfaction. The company ensures that there are sufficient platforms to facilitate complaints and that the process is easy to follow, fair and sensitive to both staff and the complainant.

2. Process

Complaints can be made in person, by telephone, by e-mail, or in writing to the responsible person (contact details shown in section 9).

3. Procedure

Stage 1:

Details of the complaint will be logged in a standard complaints form (see below) and responsibility for investigation will be assigned.

Stage 2:

Investigation of the complaint will commence within 24 hours of receipt and the complaint will be acknowledged, in writing, within 5 working days.

Stage 3:

The complaint will be investigated, and contact will be made with all relevant parties to gather information and supporting evidence.

Stage 4:

Within 4 weeks the complainant will receive written notification of the outcome of the complaint or details of any ongoing investigations necessary.

Stage 5:

If it has been necessary for the investigation period to be extended past 4 weeks, the complainant will receive written notification of the outcome within 8 weeks. This outcome will be the final decision unless the complainant chooses to appeal.

4. Appeals

If the complainant is unhappy with the outcome, in the first instance they must contact the complaint investigator to clarify rationale behind the decision.

If the response is unsatisfactory, the complainant can contact the relevant external agency for support. Details of the relevant agency will be made available upon request.

5. External Involvement

WTD will co-operate with external parties involved in the complaint via the following means:

- Copies of policies and procedures will be made available upon request.
- Documents related to the complaint and the way in which it was handled will be made available.
- Employees will be available to attend meetings with external agencies.

6. Communication

This procedure will be made available in on our website www.wtd.org.uk

Employers and learners will be provided with access to this procedure in electronic or hard copy formats at the start of the training programme and it will also be accessible through contact with the member organisation.

This procedure will be made available bilingually and in large print upon request.

7. Monitoring and Review Processes

All complaints will be monitored via senior management. Outcomes of complaints will be held centrally and be reviewed on an annual basis.

This procedure will be reviewed, via the senior management team, on an annual basis to ensure it continues to meet the needs of the business. An annual complaints report will be completed each year.

Data and performance associated with this procedure will be reviewed on an annual basis by the senior management team.

8. Registering a comment or compliment.

Where learners and all other partners wish to register a compliment or comment, rather than make a complaint, they can do so either by email or in writing to the details listed below in section 9 of this document. Any comments or compliments received verbally may be logged and together with those received by letter, will be forwarded to the Administration team

Compliments:

It is important that our learners and partners are happy with the service we provide and that we can learn from the things that go well. Any compliments you may wish to make about what we do or the staff who do it will be passed on to those concerned, or you may just wish to compliment WTD on a job well done.

Comments:

We welcome constructive comments and suggestions about what we do. Your ideas will be listened to and given careful consideration. A comment could relate to how any part of our service can improve,

9. Contact Details

WTD have allocated responsibility for investigating complaints at a senior level. The contacts details where complaints can be sent are as follows:

Laura Faulkner - Finance Director

Welford Grange Farm

Naseby Road

Welford

Northants NN6 6HZ

Tel: 07793 538392

E-mail: laura@wtd.org.uk



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Complaints Form

WTD is committed to providing high quality services and we welcome feedback to help us achieve this. The best way to raise any issues or concerns is to discuss them with the member of staff or department directly involved. If this is not possible due to the seriousness of your complaint or, if you have already done so and do not feel your complaint has been satisfactorily resolved, please complete this form, including as much information as possible. The complaint will be dealt with in accordance with WTD's Complaints Procedure. A complaint will not be investigated if this form has not been completed in full or if it is anonymous.

Name:	Address:	
Apprenticeship:		
Tel. No.:	Email address:	
Please set out clearly the nature and origin of your complaint: (Please continue overleaf if necessary and include documentary evidence where relevant)		
Please detail the steps you have taken to resolve your complaint informally including the outcome and reason for your dissatisfaction: (Please continue overleaf if necessary.)		
Please describe what we can do to resolve the matter:		
Signature:	Date:	

Please return your completed form to Laura@wtd.org.uk or post to Welford Grange Farm, Naseby Road, Welford, Northants NN6 6HZ