

## Customer Complaints Policy and Procedure

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### 1. Purpose

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

### 2. 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

### 3. On completion of the investigation

- All persons involved in the complaint are informed of any outcomes by telephone or email. within 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 Skills Funding Agency. To make a complaint please email [complaintsteam@sfa.bis.gov.uk](mailto:complaintsteam@sfa.bis.gov.uk) or write

to Complaints Adjudicator 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 or Qualification Wales (as appropriate) once they have exhausted their Centres' complaints procedure and the Awarding Bodies 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.

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