



# COMPLAINTS POLICY



## **Purpose**

The aim of this policy is to protect the interest of our learners and others by ensuring our decision-making process is fair and transparent. This is done by allowing anyone dissatisfied with the products/services delivered by Wales England Care, the right to complain against service level agreements that they feel have not been honoured.

## **Appeal against an assessment decision**

Should a learner wish to make a complaint or appeal against an assessment decision, this must be done writing to the IQA within 4 weeks of the assessment decision in question in line with the Appeals Procedure.

The IQA will take the matter up immediately with the Assessor and if necessary, the Awarding Organisation and will report back to the learner with the reasons for the assessment decision within 2 weeks of receiving the initial communication.

## **Complaints not related to an assessment decision**

If a complaint is received in relation to a matter other than an assessment decision, it will be forwarded to the Quality Manager who will:

- Record the customer's name, contact details and a brief description of the complaint in the complaints log
- Pass the complaint immediately to the appropriate person to investigate the complaint
- The appropriate person will acknowledge receipt of the complaint to the originator, in writing, within 2 days of receiving it
- Agree a timescale for investigation of the complaint with the appropriate person, ideally no longer than 10 working days although this will depend on the nature of the complaint and the depth of investigation needed
- Monitor the actions being taken
- Record the action taken to resolve the complaint and the date it was completed
- Ensure the originator is made aware of the outcome in writing

If the complaint is still not resolved with a satisfactory outcome, the complainant should be advised to write to the Managing Director and a copy of the complaint passed to him/her for their perusal.

All complaint records will be stored by the Quality Manager for future reference.



## Escalation of complaints –

You should always follow the local complaints process in the first instance however if you are not satisfied or deem the complaint serious you have the option of complaining directly to the Government or Awarding Body. Details of which are below.

### Complaints about the ESFA

If you're not happy with any aspect of our service, you can make a formal complaint direct to us.

Write to us using our online [enquiry form](#), or by post to:

Complaints Team  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

If you're not happy with our final response, you have the right to complain to the [Parliamentary and Health Service Ombudsman](#), through your [local MP](#).

If you have a complaint regarding your centre, you must first instigate the internal appeals and complaints procedure with your centre. This usually involves writing a letter or email to the Head of the Centre to make them aware of your concerns. This provides them with a chance to address the issues raised.

### Complaints Welsh Government – ACT Prime

Stage 1 Informal (Complaints can be made verbally in person or by phone; in writing by email or letter) Depending on the nature and severity of the complaint it is advised at this stage for the matter to be addressed informally through discussion with a member of ACT staff who is most involved prior to making a formal complaint with the aim to agree an informal resolution within 2 working days.

If this is not appropriate with this person, any member of staff including the management team are available. The member of staff is responsible for informing their line manager, and to log the informal complaint on the informal Complaints Log. It is the responsibility of all subsequently involved parties to record further activity and actions on the informal Complaints Log. Only if these measures fail to reach a satisfactory conclusion should you move to Stage 2 and register a formal complaint.

Stage 2 Formal Complaints (Complaints at this stage should be submitted via letter or email) If it is felt that a complaint has not been addressed fully at stage one, or if the nature of the complaint is sufficiently serious it may be more appropriate to make a formal complaint in writing. Support in doing so can be provided on request and complaints are welcome in Welsh and English.



Complaints submitted by letter should be sent to the Head of Continuous Improvement, ACT Training, Ocean Park House, E Tyndall St, Cardiff CF24 5ET Complaints submitted by email should be sent to [feedback@acttraining.org.uk](mailto:feedback@acttraining.org.uk)

Investigation of the complaint will commence within 2 working days of receipt and the complaint will be acknowledged, in writing, within 5 working days. An appropriate member of staff will be appointed to investigate the matter ensuring the process is unbiased and fair. ACT aim to deal with all formal complaints normally within 10 working days of receipt of the written complaint. In investigating the complaint the 'Investigating Officer' may consider documents and meet with individuals at his or her discretion. The complaint will be investigated and contact will be made with all relevant parties to gather information and supporting evidence. Within 10 working days the complainant will receive written notification of the outcome of the complaint or details of any ongoing investigations necessary. (Please note informal complaints are aimed to be resolved within 2 working days depending on the nature and severity of the complaint). If it is not possible for the complaint investigation to be completed to timescale (i.e. within 10 working days for formal complaints), a formal, written communication will be sent to the complainant to explain the reason(s) for this, and with revised timescales. In all cases that extend beyond 10 working days, 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.

### **Complaints City and Guilds**

For any other enquiries, you can contact us by email, telephone or post:

**E:** [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

**T:** 020 7294 8444

### **Customer Experience Team**

City & Guilds  
5-6 Giltspur Street  
London  
EC1A 9DE

We will investigate your complaint thoroughly and hope to provide a positive outcome. However we may not always be in a position to take your complaint forward, as City & Guilds responsibility is to ensure qualifications are delivered in line with our assessment, quality assurance and regulatory requirements.

If you are not happy with the quality of teaching, assessment grading and fees paid – please address this with your centre.

For information relating to appeals, you can access our [dedicated appeals page](#).



**COMPLAINT FORM**

Customer Details	NAME..... TEL..... ADDRESS..... EMAIL.....
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***Description of complaint;***

  
  
  
  
  
  

*Please return via email to: [complaints@walesenglandcare.co.uk](mailto:complaints@walesenglandcare.co.uk)*

Person Recording Complaint	Name:	Date	
	Signature:		
Person Managing Complaint	Name:	Date	
	Signature:		

***Action taken to resolve complaint;***

  
  
  
  
  
  
  
  
  

<b>Date Complaint Resolved</b>	...../...../.....
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