



# COMPLAINTS POLICY



## 1. Introduction

CWLC Ltd consists of the following companies.

- *Bona Fide Site Services Ltd (Trading as Vitec Site Services)*
- *Yeti Partnerships Ltd (Trading as CWLC)*

The company 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.

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, Regulatory bodies and funding providers. Sharing will only take place where the law allows it and in compliance with current data protection legislation. Consent can be withdrawn at any time by contacting the Data Protection Officer.

## 2. Overview

The company recognises that there may be occasions when its actions do not meet expectations. If you need to raise a complaint this procedure aims to ensure that complaints are resolved promptly and fairly.

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. The relevant funding body who your fund qualification, may be informed of your complaint.

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

## 3. 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

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 tutor/assessor. Informal complaints must be raised within 5 working days of the original issue arising and it is expected that informal complaints will be resolved within a further 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 an 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:** CWLC Ltd 15 Upper Bank Street, Canary Wharf, London E14 5QJ
- **Email:** [info@cwlc.co.uk](mailto:info@cwlc.co.uk)

**At this stage, on receipt the formal complaint will be logged.**

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 to the complaint, will take any necessary measures to ensure the matter raised remains confidential to those directly involved in the investigation. 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 their working 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.

## **4. 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 their Awarding Organisation. If an individual wishes to exercise this right, the details are recorded and kept securely by the Senior Management team at CWLC. These details can be requested from the IQA or quality team.

**Stage 2 escalation rights** – In the event of the complaint being Qualification related and 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](http://www.gov.uk/government/organisations/ofqual)

In the event of the complaint being none qualification related, the decision given in Stage 2 by CWLC Senior Management, is the final decision.

## **5. Retention**

The complaint will be securely retained for a period of 6 years from receipt. The companies' retention period is set out to comply with Awarding Organisation certification retention periods and government guidance to Litigation timescales. After this period the complaint will be securely destroyed.

## **6. Rights to Access 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.

Refer to the following policy for further information.

- *Subject Access Request Policy*

## **7. Review of Complaints**

The Head of Quality (Keith Horkan) will have the responsibility for reviewing all complaints and their outcomes monthly. These may inform future changes in service delivery.

## Document Control

Date of change	Version	Overview of amendment	Amended by (Job Title)	Approved by	Approval date
01/03/19	2	Policy revised, and cover sheet added	Kirsty Dunlup (CWLC Administrator)	A Keating	07/03/19
1.6.21	3	Policy reviewed and updated	Keith Horkan Head of Quality	K Dunlop	3.6.21