



# Complaints Policy

## 1. Overview

Jill Webb Training (JWT) is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints, by rectifying mistakes and taking the necessary steps to prevent further occurrences.

We aim to ensure that:

- Making a complaint is as easy as possible
- We deal with complaints promptly, politely, fairly, factually and confidentially
- We respond appropriately, with explanation, apology or information as appropriate
- We review and learn from complaints thereby improving our service

If you are unhappy with any aspect of the service provided by JWT, in the first instance raise this concern with Jill Webb or the associate working for JWT. If concerns cannot be resolved informally or the matter is serious then a formal complaint should be made.

## 2. Complaints or Appeal?

An appeal occurs when a judgement decision has been made eg candidates may appeal assessment decisions.

Any individual or organisation that is affected by an assessment decision made by JWT is eligible to take advantage of the separate appeals process. This is found in the 'Access to Fair Assessment' Policy.

The complaints procedure is a manner in which to raise concerns relating to the actual training, ie contents, delivery etc, not the course result(s).



## Complaints Policy - Continued

### 3. Formal Complaints to JWT

This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently. Initially, all complaints should be raised immediately with the course tutor.

A formal complaint should be instigated if informal methods did not resolve the concern.

The complainant should:

- Complain in writing unless not able to do so, in which case an alternative method will be offered
- Explain clearly all details of incidents, consequences, as a result and the form of redress or change in operations that are sought
- Complain within eight weeks of the occurrence

JWT will:

- Acknowledge the formal complaint in writing within five working days, stating the time period for a considered response [this would usually take 15 working days]
- Deal reasonably and sensitively to the complaint
- Take action where appropriate

JWT will investigate the subject matter of the complaint and reply in writing within 15 working days. If the matter cannot be resolved in this time, an update and explanation for the delay will be provided.

JWT will log any complaints received including the response and actions taken.

*This policy will be reviewed every three years or earlier if a change in legislation, working practices or feedback from clients or partners necessitates.*

The complaints log is shown at Appendix A.

*As at the annual review in August 2023, no appeals had been received.*



## Complaints Policy - Continued

### APPENDIX A

### COMPLAINTS LOG

DATE COMPLAINT RECEIVED	DATE RESPONDED TO	BRIEF DESCRIPTION	OUTCOME	LEARNING