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. We recognise that many concerns need to be raised informally and dealt with quickly. However, if concerns cannot be resolved informally, immediately or the matter is serious then the formal Complaints Policy should be followed.

   For complaints about courses run by JWT under the ITC Awarding Organisation additional information can be found at Appendix B.

2. **Complaints or Appeal?**

   An appeal occurs when a judgement decision has been made for example, 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).

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
- Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received
- 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.

For ITC Courses:

If the complainant is not satisfied with the response then they can write directly to Jill Webb Training for review and if still not satisfied can complain to ITC Chief Executive Officer who will follow ITC published procedures for handling complaints.

If not satisfied with ITC First published procedures then a complaint can be escalated to the external regulators, Ofqual or SQA Accreditation (if enrolled on an SQA Accredited qualification) after exhausting ITC First complaints procedure.

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

The complaints log is shown at Appendix A.

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

This Policy was reviewed and updated in August 2024.

As at the annual review in August 2024, no appeals had been received.

APPENDIX A
COMPLAINTS LOG

DATE COMPLAINT RECEIVED	DATE RESPONDED TO	BRIEF DESCRIPTION	OUTCOME	LEARNING

APPENDIX B

Additional Procedures When The Complaint is About Jill Webb Training Operating Under the ITC Awarding Organisation

These procedures work in addition to the procedures outlined above.

Where the complaint is about an ITC course:
Complaints regarding teaching, assessment, recording and quality assurance are initially handled by JWT who are an ITC First approved Centre offering ITC qualifications.

After exhausting JWT procedures, if you are dissatisfied with a decision made or procedures followed by JWT, you can then complain to ITC First, our Awarding Organisation.

If the complainant is not satisfied with the response, then they can write directly to JWT for review and if still not satisfied can complain to ITC Chief Executive Officer who will follow ITC published procedures for handling complaints.

If not satisfied with ITC First published procedures, then a complaint can be escalated to the external regulators, Ofqual or SQA Accreditation (if enrolled on an SQA Accredited qualification) after exhausting ITC First complaints procedure.
Ofqual – www.ofqual.gov.uk
SQA Accreditation – accreditation.sqa.org.uk