

**Wandsworth Lifelong Learning – Complaints, Conflict of Interest and Centre Contingency and Adverse Effects**

## **Complaints Procedure**

### **Learner Complaint**

If a learner wishes to complain about the service they are receiving they must contact the Deputy Head of Lifelong Learning who must acknowledge this complaint within 3 working days. The Deputy Head of Lifelong Learning will speak with the learner to determine if they wish to raise a formal complaint.

If the learner wishes to raise a formal complaint they must complete Complaints Record and this must be emailed to the Deputy Head of Lifelong Learning Joss New at [jnew@wandsworth.gov.uk](mailto:jnew@wandsworth.gov.uk) who will acknowledge receipt of this record within 3 working days.

The Deputy Head of Lifelong Learning will investigate the complaint in full and make and provide a full response to the learner within 15 working days. If the learner is not happy with the response provided they have the right to appeal to the Head of Lifelong Learning.

**WLLL Learner Complaint Form**

<b>Learner Name:</b>	
<b>Company Name:</b>	
<b>Address:</b>	
<b>Contact Number:</b>	
<b>Email Address:</b>	
<b>Please provide details of your complaint:</b>	
<b>What would you consider to be an acceptable outcome:</b>	

**Learner Signature:**

**Date:**

<b>Summary of findings and action taken:</b>
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**Date response provided to learner:**

## **Conflict of Interest Policy**

### Purpose

The purpose of this policy is to provide guidance to relevant individuals on handling possible conflicts of interest that may arise as a result of Wandsworth Lifelong Learning's role as a training provider. This policy:

- defines what is meant by conflict of interest
- sets out the roles and responsibilities for managing conflict of interest
- Illustrations of potential conflict of interest situations.

It is the responsibility of each individual to recognise situations in which they have a conflict of interest, or might reasonably be seen by others to have a conflict; to disclose this conflict and to take such further steps as may be appropriate.

### Definition of conflict of interest:

A conflict of interest is a situation in which an individual, or organisation, has competing interests or loyalties.

### For example:

- A conflict of interest may generally be defined as a conflict between the official responsibilities of a tutor, assessor, and internal quality assurer and any other interests the particular individual may have and as such could compromise or appear to compromise their decisions

Such situations must be carefully managed to ensure that any conflict of interest does not detrimentally impact on the standards of, or public confidence in, regulated units and qualifications and in Wandsworth Lifelong Learning's reputation

A declaration of interest by an assessor, moderator or verifier is a declaration of a personal interest in the result of the assessment.

It is the duty of all tutors and assessors to disclose any actual or potential conflict of interest to the Deputy Head of Lifelong Learning who will investigate the matter and make a decision if any action is required.

## **Centre Contingency Plan**

The purpose of the contingency plan is to ensure there is a consistent and effective response in the event of major disruption.

This could include severe weather, widespread illness, travel disruption, fires, logistical problems or system failures. Contingency plans must be in place for when there is a change of tutor to ensure that the learner experiences minimal disruption during this process. With all Contingency Plans a record should detail the issue, actions required, communication process and review of actions.

The issues below could occur and the following actions must be adhered to.

### 1. Tutor resigns from post.

- Actions required: Deputy Head of Lifelong Learning to review current caseload and put in place a detailed handover plan that will include information regarding reallocation of learners.
- Communication: All team members will be informed of responsibilities listed in the handover plan.
- Review: Deputy Head of Lifelong Learning and Lead IQA will review handover plan on a weekly basis to ensure all agreed actions are met.

### 2. Centre is closed due to adverse conditions

- Actions required: Deputy Head of Lifelong Learning to decide specific actions with team members in regards to contacting learners about the centre closure.
- Communication: All team members will contact learners and employers to update them in regards to closure and when the centre will be reopened. Agreed contact methods during this time period to be communicated to learner and employer.
- Review: Deputy Head of Lifelong Learning will contact team members to confirm reopening date and ensure a process for contacting and updating all learners previously disrupted.