



COMPLAINTS POLICY

FEBRUARY 2021

Updated	16 February 2021
Next review date:	16 February 2023
Name originator/author:	Joss New - Deputy Head of Lifelong Learning
Contact details:	Joss.new@richmondandwandsworth.gov.uk T: 020 8871 5372 M: 07867 151502
Target Audience	All

Complaints Policy

Introduction

Wandsworth Council Lifelong Learning (WCLL) is committed to improving the quality of life skills and employability of residents in the Borough, making Wandsworth a vibrant, prosperous learning community.

Policy Statement

The purpose of this policy is to outline how learners and stakeholders can make a complaint and the process we will follow to respond to it. We will investigate all complaints thoroughly and will use any information to identify and implement improvements to the service.

Scope of the policy

A complaint could include the following:

- Poor service provided by WCLL to a learner/stakeholder
- Action or lack of action about the standard of the service provided
- Issues with the service provided by a subcontracted partner

Making a Complaint

If you are unhappy with the service provided we would like to know as soon as possible so that we can respond. Initially (where able) we suggest that you raise your complaint with the member of staff/team you have contact with.

You can make a complaint:

- In person
- Telephone
- Email
- Post

Complaints should be made within three months of the event or within six months of finding out there is a reason to complain. Only in exceptional circumstances will complaints be accepted after this time period.

Some learners, apprentices or stakeholders may be reluctant or unable to make a complaint themselves, if you feel uncomfortable to complain you can provide written consent to a friend/relative/employer to complain on your behalf.

How to complain

Step 1

If you are able we ask initially that you speak with the person/department where the issue/event has arisen, sometimes the complaint can be resolved immediately through discussion, apology or explanation.

Step 2

If you do not wish/feel comfortable to discuss the complaint with the department/team member involved please complete WCLL Complaint Form (Annex A) and submit/call either:

Joss New - Deputy Head of Lifelong Learning

joss.new@richmondandwandsworth.gov.uk

07867 151502

Paul Brimecome - Quality Manager

paul.brimecome@richmondandwandsworth.gov.uk

07989 223060

If the complaint involves both of the team members above submit your complaint to:

Santino Fragola - Head of Lifelong Learning

santino.fragola@richmondandwandsworth.gov.uk

07767 256832

Once we receive your complaint we will inform you within five working days if we can resolve the complaint at this stage or suggest the complaint is taken to stage 3. We will explain the reason for our decision or suggestion to escalate.

Step 3

A complaint will reach this stage if it has not been resolved or is complex and requires an investigation.

At this stage we will:

- Confirm that your complaint has been received
- Discuss with you or a person you have nominated to represent you the nature of your complaint and what outcome you are looking for
- Provide you with a detailed response on the findings of our investigation within 20 working days

Stage 4

If the complaint is still not resolved we will provide you with contact details of suitable organisations that you could complain to, this could include:

- Awarding Body
- Greater London Authority (GLA)
- Education and Skills Funding Agency (ESFA)
- Monitoring and Advisory Group (Governor board)
- Assistant Director of Children's Services

WCLL Learner Complaint Form

Learner/Stakeholder Name:

Address:

Contact Number:

Email Address:

Please provide details of your complaint:

How do you want us to resolve this matter?

Related documents

- [Learner Handbook](#)
- [Data Protection Policy](#)
- [Apprenticeship Handbook](#)