



# COMPLAINTS POLICY

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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, if you are able to do so, we suggest that you raise your complaint with the member of staff/team you have contact with.

### **You can make a complaint:**

- In person
- By telephone
- By email
- By 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 about complaining, you can provide written consent for a friend/relative/employer to complain on your behalf.

# How to Complain

## Step 1

If you are able to do so, we ask that, initially, you speak to the person you have contact with in the department where the issue or event has arisen. Sometimes, the complaint can be resolved immediately through discussion, apology or explanation.

## Step 2

If you do not wish to or feel comfortable discussing the complaint with the team member or department with whom you have contact, please complete the WCLL Complaint Form, at the foot of this document, and submit to or call either:

**Joss New** - Deputy Head of Lifelong Learning  
joss.new@richmondandwandsworth.gov.uk  
07867 151502

Or

**Paul Brimecome** - Quality Manager  
paul.brimecome@richmondandwandsworth.gov.uk  
07989 223060

If the complaint involves either 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 Step 3. We will explain the reason for our suggestion to escalate.

## Step 3

A complaint will reach this stage if it has not been resolved through Steps 1 and 2, 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 the outcome you are seeking.
- Provide you with a detailed response on the findings of our investigation within 20 working days.

## Step 4

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

- 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](#)