

# Complaints Policy

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Aiming to improve the quality-of-life skills and employability of residents in the borough, making Wandsworth a vibrant and prosperous learning community.

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Target Audience	All

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# Complaints Policy

## 1 | 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.

## 2 | 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 quality of our service.

## 3 | 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.

## 4 | Making a Complaint

If you are dissatisfied with the service you have received, please let us know as soon as possible so we can address your concerns. Where possible, we recommend raising your complaint first with the staff member or team you have been in 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 becoming aware of the reason for the complaint. Only in exceptional circumstances will complaints be accepted after this time.

Some learners, apprentices, or stakeholders may be unable or reluctant to make a complaint themselves. If you feel uncomfortable doing so, you can provide written consent for a friend, relative, or your employer to submit a complaint on your behalf.

## 5 | How to Make a Complaint

### Step 1

If possible, we ask that you first speak with the person you have been in contact within the department where the issue arose. In many cases, complaints can be resolved immediately through discussion, an apology, or an explanation.

### Step 2

If you do not wish to, or do not feel comfortable, discussing the complaint with the team member or department you have been in contact with, please complete the WCLL Complaint Form located at the foot of this document. You can then submit the form or call one of the following contacts:

**Joss New** - Deputy Head of Lifelong Learning

joss.new@richmondandwandsworth.gov.uk

M: 07867 151502 or T: 020 8871 7793

Or

**Paul Brimecome** - Quality Manager

paul.brimecome@richmondandwandsworth.gov.uk

M: 07989 223060 or T: 020 8871 8621

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 whether it can be resolved at this stage or if we recommend moving to Step 3. If escalation is necessary, we will explain the reasons for this recommendation.

### Step 3

A complaint will reach this stage if it has not been resolved through Steps 1 and 2, or if it is complex and requires a formal 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 remains unresolved, we will provide you with the contact details of appropriate external organisations you can approach. 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

# 6 | 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**
- WCLL Community Classroom and Apprenticeship Handbook
  - Data Protection Policy