

# WMC Training Complaints Procedure

Last amended October 2018

Update frequency every three years.

## 1. Purpose

To detail WMC Training processes for resolving complaints. WMC Training uses complaints to inform and enhance its practices and procedures.

## 2. Scope

The complaints procedure is designed to deal with, but is not limited to:

2.1. Complaints raised by students (FE and HE), parents, guardians, employers, customers or the general public in relation to WMC Training activities, staff or any service provided by WMC Training.

2.2. Complaints relating to sexual, racial, disability or any other form of discrimination.

2.3. Equipment and facilities.

The complaints procedure does not cover the following (which are subject to separate procedures):

2.4. Decisions made in examinations and assessments. Please see appeals procedure

2.5. Admission decisions.

2.6. Academic decisions.

2.7. Allegations of misconduct by a student.

## 3. Process

Stage 1: The informal approach:

3.1. Complaints of a minor nature should be raised immediately with:

a) A member of staff directly involved or who can address the concerns.

b) Assessor field manager Madalyn Locke via head office on: 0800 6 44 68 77.

c) Contact the Compliance Manager by telephone on: 0800 6 44 68 77

Stage 2: The formal approach

3.2. A complaint will be regarded as formal if it is of a serious nature or cannot be satisfactorily resolved on an informal basis by the WMC Training department against whom it is directed.

3.3. Complaints can be made in writing to the Compliance manager at:

[Emma.grimshaw@wmctraining.co.uk](mailto:Emma.grimshaw@wmctraining.co.uk)

Or in writing to:

The Compliance Manager

WMC Training UK Ltd

Suite 9 & 10,

12 Cathedral Road

Cardiff

CF1 9LJ

3.4. Complainants should provide current contact information together with all supporting information regarding the complaint e.g. relevant documentation, dates, locations and witnesses if appropriate. Complainants should also detail any previous attempts to resolve the problem and what outcome they are seeking in order to resolve the complaint.

3.5. The Compliance manager will acknowledge your complaint (via email) within 48 hours of its arrival.

3.6. The Compliance manager will assign your complaint to an appropriate senior manager who will then communicate directly with the complainant.

3.7. The manager assigned to your complaint will fully investigate and provide a response within 10 working days.

3.8. In some more complex cases, it may not be possible to resolve your complaint within 10 days, if this is the case you will be advised of the circumstances and kept informed of progress.

3.9. Once the investigation is complete, the complainant will be informed in writing of the outcome of the investigation and what, if any, action is being taken within the bounds of confidentiality.

#### 4. Appeals

4.1. If you are not satisfied with the outcome of the complaint, you can appeal against the decision. To do this, you must write to the Managing Director within ten working days of the date of the complaint response letter:

Paul Rees

Suite 9 & 10

12 Cathedral Road

Cardiff

CF11 9LJ

Alternatively you can email your appeal to [paul.rees@wmctraining.co.uk](mailto:paul.rees@wmctraining.co.uk)

The appeal should outline:

- a) The grounds for appeal; this should not re-iterate the original complaint but state the reasons why the suggested resolution is not satisfactory.
- b) Any aspect of the response or action taken that is considered inadequate.
- c) The response or action that would be considered appropriate by the complainant.

4.2. The Managing Director will review your case and respond within one calendar month of receiving your appeal letter.

4.3. Depending on the nature and grounds of appeal the Managing Director will:

- a) Conduct further investigations and/or consult with the management team in order to respond to specific issues raised, and make a final decision with regard to the complaint.
- b) If appropriate, refer the complaint to an Appeal Panel within 20 working days of the conclusion of any further investigation. The Panel will consist of three WMC Training managers not previously involved in the complaint. The Panel will provide a written response to the complainant within 5 days of the meeting.

4.4. You will be provided with a 'Completion of procedures' letter detailing the outcome of your Appeal. Appeals are final and no further correspondence about the substance of the complaint will be entered.

5. If you wish to take things further

5.1. The WMC Training hopes that the above procedure will satisfactorily resolve any complaints. Very occasionally this may not be the case; if you feel we have not resolved the problem satisfactorily you may complain to the relevant external bodies. Details will be provided on the 'Completion of procedures' letter sent to you following the Appeals process.

6. Learners and employers under partnership delivery:

6.1. Students studying on a programme delivered in partnership with a Chichester College who are not satisfied with the WMC Training's response can pursue their complaint by a formal complaint to Chichester College by contacting:

Partnership services

Room C225,  
Chichester College,  
Westgate Fields,  
Chichester,  
West Sussex,  
PO19 1SB

. Full details of the Colleges Procedures are available on the University website. If, following this, a student is not happy with the outcome the next step would be take the complaint to the Office of the Independent Adjudicator (OIA). Full details are available at [www.oiahe.org.uk](http://www.oiahe.org.uk).

## 7. Vexatious complaints

7.1. In a minority of cases, people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for the WMC Training.

7.2. The WMC Training does not expect staff to tolerate behaviour which is abusive, offensive or unreasonably persistent. If a complainant behaves in a way that is unreasonably persistent or vexatious, we will act to protect staff from such behaviour. E.g.

- A complaint which is primarily to antagonise or bring distress or suffering to other parties.
- A complaint which forms a series of complaints by the same complainant.
- Where previous complaints have already been investigated and completed.
- Using abusive or foul language on the telephone, in writing or face to face.
- High volumes of emails, multiple telephone calls or multiple voicemails.

7.3. Raising legitimate queries or criticisms of the complaints procedure, or wishing to challenge the complaint outcome, should not necessarily cause the complainant's actions to be labelled vexatious or unreasonably persistent.

7.4. Complaints that appear vexatious will be referred to a senior manager who will decide whether the complaint is vexatious and if any actions are needed. Actions may include, but are not limited to:

- The WMC Training applying contact restrictions.
- Ceasing investigation of the complaint.
- The Student Disciplinary process being invoked.



The complainant will be advised accordingly of any actions taken. The complainant may appeal against the decision by writing to the Deputy Principal (refer to section 4).