

WMC Training Ltd

Procedure Information	Complaints Procedure
Procedure Owner	Managing Director
Approved By	Board of Governors
Version	3.0
Date Reviewed	01 May 2026
Review Date	01 May 2027
Applies To	Learners, apprentices, employers, staff, contractors and members of the public

1. Purpose

WMC Training is committed to delivering high-quality apprenticeship provision and providing a positive experience for learners, employers and stakeholders.

We recognise that concerns and complaints provide valuable opportunities to improve our services, strengthen our quality of education and enhance the learner experience.

This procedure sets out how concerns and complaints can be raised, investigated and resolved in a fair, transparent and timely manner.

WMC Training is committed to ensuring that no individual is disadvantaged or treated unfairly for raising a genuine concern.

2. Scope

This procedure applies to complaints relating to:

- the quality of teaching, learning or assessment;
- tutor or staff conduct;

- learner support;
- employer engagement;
- communication or customer service;
- administrative errors;
- equality, diversity and inclusion;
- accessibility;
- safeguarding practice (where appropriate);
- facilities or resources;
- any service provided by WMC Training.

This procedure does **not** cover:

- appeals against assessment decisions (see Appeals Procedure);
- safeguarding disclosures requiring immediate intervention (see Safeguarding, Prevent & Wellbeing Policy);
- whistleblowing concerns (see Whistleblowing Policy);
- employment grievances.

3. Our Principles

WMC Training will ensure that every complaint is:

- listened to respectfully;
- investigated fairly and impartially;
- handled confidentially;
- resolved as quickly as possible;
- recorded appropriately;
- used to improve our provision.

We aim to resolve concerns informally wherever possible before progressing to a formal complaint.

4. Responsibilities

Learners, Employers and Stakeholders

Individuals raising a complaint should:

- raise concerns as soon as possible;
- provide sufficient information to enable investigation;
- cooperate throughout the investigation process;
- treat staff respectfully.

Tutors and Staff

Staff will:

- listen to concerns professionally;
- attempt early informal resolution where appropriate;
- record concerns accurately;
- escalate unresolved complaints promptly;
- cooperate fully with investigations.

Quality Officers

Quality Officers will:

- support investigations where appropriate;
- gather evidence;
- identify quality improvement opportunities;
- monitor actions following complaint outcomes.

Quality Manager

The Quality Manager will:

- oversee formal complaint investigations;
- ensure investigations remain impartial;
- monitor complaint trends;
- report findings to senior leaders.

Managing Director

The Managing Director has overall responsibility for:

- ensuring complaints are managed fairly;
- reviewing serious or complex complaints;
- approving final organisational responses where appropriate;
- ensuring lessons learned inform organisational improvement.

Board of Governors

The Board receives annual reports summarising:

- complaint themes;
- response times;
- quality improvements implemented;
- organisational learning.

5. Complaints Procedure

Stage 1 – Informal Resolution

Where possible, concerns should first be discussed with the relevant Tutor, Assessor, Quality Officer or Manager.

Most concerns can be resolved quickly through discussion and clarification.

We aim to resolve informal concerns within **5 working days**.

Where appropriate, the outcome will be recorded within WMC Training's quality management system.

Stage 2 – Formal Complaint

If the concern remains unresolved, a formal complaint should be submitted by email or in writing.

Formal complaints should be sent to:

Emma Grimshaw

Managing Director

 emma.grimshaw@wmctraining.co.uk

or

Sarah Fulford

Quality Manager

 sarah.fulford@wmctraining.co.uk

WMC Training will:

- acknowledge receipt within **3 working days**;
- investigate the complaint;
- gather relevant evidence;
- speak with appropriate individuals;
- issue a written response within **10 working days** wherever possible.

Where investigations require additional time, the complainant will be kept informed.

Stage 3 – Internal Review

If the complainant remains dissatisfied, they may request an internal review within **10 working days** of receiving the formal response.

The review will be undertaken by a senior manager who has not previously been involved in the investigation.

The outcome of the review will normally be issued within **10 working days**.

This represents WMC Training's final internal stage.

Stage 4 – External Escalation

If the complainant remains dissatisfied following completion of WMC Training's internal process, they may refer their complaint to the relevant external organisation where appropriate.

Examples include:

Complaint relates to	External Organisation
Apprenticeship provision	Department for Education (DfE)
Inspection concerns	Ofsted
Awarding Organisation decisions	Relevant Awarding Organisation
End-Point Assessment	Relevant EPAO

WMC Training will provide information regarding external processes on request.

6. Timescales

Stage	Responsibility	Target Timescale
Informal Resolution	Tutor / Manager	5 working days
Formal Investigation	Quality Manager	10 working days
Internal Review	Senior Manager	10 working days
External Escalation	External Organisation	Variable

7. Confidentiality

Complaints will be handled sensitively and confidentially.

Information will only be shared with individuals directly involved in investigating or resolving the complaint.

Records will be stored securely in accordance with WMC Training's Data Protection, Information Governance & UK GDPR Policy.

8. Accessibility

WMC Training is committed to ensuring that this procedure is accessible to everyone.

Reasonable adjustments may include:

- alternative formats;
- interpreter support;
- advocacy;
- additional time;
- accessible communication methods.

Learners with additional learning needs or disabilities will receive appropriate support throughout the complaints process.

9. Learning from Complaints

Complaints are viewed as opportunities to strengthen organisational performance.

Leaders analyse complaint themes to identify:

- recurring issues;
- opportunities for service improvement;
- staff development needs;
- curriculum improvements;
- learner support enhancements.

Findings inform:

- Tutor Excellence Reviews;
- staff CPD;
- quality assurance activities;
- the Self-Assessment Report (SAR);
- the Quality Improvement Plan (QIP);
- Board of Governors reporting.

10. Monitoring & Review

The Quality Team monitors:

- number of complaints;
- response times;
- complaint themes;
- outcomes;
- learner satisfaction;
- recurring issues.

A summary of complaints and improvement actions is reviewed annually by the Senior Leadership Team and Board of Governors to ensure continuous improvement across WMC Training.

11. Related Documents

- Appeals Procedure
- Safeguarding, Prevent & Wellbeing Policy
- Whistleblowing Policy
- Equality, Diversity, Inclusion & Belonging Policy
- Behaviour, Attendance & Professional Conduct Policy
- Governance, Quality Assurance & Continuous Improvement Policy
- Data Protection, Information Governance & UK GDPR Policy