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## *Policies and Procedures*

### COMMENTS COMPLIMENTS AND COMPLAINTS POLICY

#### **Purpose**

Wise Origin is committed to all its customers and will ensure high quality service at all times. Wise Origin strives to improve the service by listening and responding to the views of the community, including learners, parents, customers, employers, contractors, visitors and other interested parties. We support positive feedback, informal concerns and formal complaints.

The policy aims to ensure that making a comment, compliment or complaint is as easy as possible and that responses are timely and appropriate.

#### **Scope**

This Policy fully covers all type of learning, teaching, assessment of funded and commercial activity, including both accredited and non-accredited qualifications.

#### **Compliments Procedure**

All compliments will be forwarded to the relevant Manager and person(s) mentioned within the compliment if they have not received it directly. The details of all compliments will be recorded and a summary report produced on an annual basis by the Quality Department for review by Senior Leadership Team (SLT).

#### **Comments Procedure**

The details of all suggestions will be recorded, and an acknowledgement sent within 5 working days. All suggestions will be forwarded to the relevant manager for comment/action. The Senior Leadership Team must be advised of the outcome, including any intended action and/or action taken, within 10 working days of receipt.

#### **Complaints Procedure**

##### **Section 1 – Informal Stage**

It is recognised that some concerns are raised informally, and these can be dealt with immediately. An informal complaint should be raised directly with the relevant person and their manager. We aim to resolve informal concerns quickly and effectively.

If concerns are not satisfactorily resolved in this way, complainants should follow the Wise Origin formal Complaints process as outlined below.

## Section 2 - Formal Stage

The formal procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

## Responsibility of the Complainant

If the complaint is not resolved at the informal stage, or the complainant does not wish to follow the informal complaint process, they should within 6 weeks:

- Communicate their complaint in writing to [complaints@wiseorigin.co.uk](mailto:complaints@wiseorigin.co.uk) explaining the concern as clearly and as fully as possible, including any action taken to date.
- Or contact 0116 2425557 to discuss it with the relevant manager.

## Responsibility of Wise Origin

Wise Origin welcomes feedback to enable us to improve our services. We will respond to any dissatisfaction with our services fairly and promptly;

- You will receive an initial response within 48 hours of receipt of your formal complaint.
- Your complaint will be looked into and a response will be given to you within 10 working days detailing our findings.
- A further detailed response will be sent on conclusion of a full investigation if relevant.
- You may be offered a meeting with the parties involved if appropriate.

The Head of Training and Quality will log all informal and formal complaints on our central log. These will be retained for a period of 1 year following resolution and closure of the complaint at which point all information relating to the complaint will be deleted.

## Appeals and Escalation Process

You may appeal to the Director if you are dissatisfied with the outcome of your complaint. Your appeal must be submitted within 20 working days from receipt of the complaint response. In the event you are still not fully satisfied with the outcome or the handling of your complaint, you can refer it to the relevant Regulatory Body or qualification Awarding Body..

Wise Origin will provide you with the contact details of the relevant body upon request.

For example this may be the Education and Skills Funding Agency (ESFA) whose complaints process can be found at <https://www.gov.uk/government/publications/complaints-about-post-16-educationand-training-provision-funded-by-esfa>

## Confidentiality

Wise Origin will keep you informed of progress with your complaint and how we are handling the information provided under this Complaints Procedure. Where an investigation is required, your information may be shared with other Wise Origin staff members or external third parties. Before sharing your information, we would inform you of this, unless there were exceptional circumstances, for example, where doing so could pose a risk of harm to you or others.

In the case of young people under the age of 18 raising a complaint, depending on the nature of the complaint, we may be obliged to inform their parent/guardian.

## Complaint Process

1. Email complaint to [complaints@wiseorigin.co.uk](mailto:complaints@wiseorigin.co.uk) within 6 weeks of incident
2. Complaint received will be recorded and acknowledged within 48 hours
3. Complaint will be investigated by the Head of Operations within 7 working days and response will be issued within 10 days
4. Complainant to be updated in writing if response time is delayed beyond 10 days
5. If the complaint is resolved then the case will be closed
6. If the complaint is not resolved you may appeal to the Director if you are dissatisfied with the outcome of your complaint. Your appeal must be submitted within 20 working days from receipt of the complaint response.
7. The appeal will be passed onto the Director and an acknowledgement letter will be issued within a further 3 working days
8. The complainant will be updated in writing if the response time of 3 working days is unlikely to be met
9. Appeal outcome reached
10. Complainant is updated in writing after 10 days of Appeal outcome being reached
11. Complaint case closed

## Staff Complaints

Staff employed by Wise Origin must follow the same procedure above if they have a complaint. Their complaints should be addressed to either their manager or the company Director.

## Review of the Procedure

The Compliments, Comments and Complaints Procedure will be revised annually by the Senior Management Team and Director.

Procedure Review	Review Date	Next Review Date	Approved by
Annually	1 <sup>st</sup> October 2024	24 <sup>th</sup> August 2025	Umair Khan