

## **Complaints Process – External**

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### We are here to listen – How to make a complaint

If something's gone wrong or you're unhappy with any part of our service, please let us know. We take complaints seriously and want to fix things quickly and fairly.

#### Important – Safeguarding

If you have a safeguarding concern, please follow our safeguarding policy and contact our Designated Safeguarding Lead at [safeguarding@woodspeentraining.co.uk](mailto:safeguarding@woodspeentraining.co.uk) or submit a concern via the form on our website:

<https://www.woodspeen.co.uk/about-us/safeguarding>

### Stage 1: Talk to us

Tell any member of our team about the problem. Where possible, they will try to sort it out there and then.

They will also record what you have said and pass it on to our Quality Team. This is so we can log all concerns and identify any trends to make more wholesale improvements to our service.

### Stage 2: Make a formal complaint

If you are not happy with the outcome from the team member you first spoke with, you can make a complaint formally. To do this, you can:

- Email: [quality@woodspeentraining.co.uk](mailto:quality@woodspeentraining.co.uk)

- Or write to:

Quality Team

Woodspeen Training / JTM

Heritage Exchange, Wellington Mill  
64 Plover Road, Huddersfield, HD3 3HR

Once the complaint has been received, we will:

- Acknowledge your complaint within 5 working days
- Investigate and aim to respond within 15 working days (If it takes longer, we will explain why and give you a new timeline)

### **Stage 3: Appeal**

If you are still not satisfied with the outcome, you can appeal within 28 working days of our final response.

To do this, you can write to:

- A member of the Senior Leadership Team at the same address above, or
- By email. A member of the Quality Team will assign an appropriate member of the Senior Leadership Team to handle the appeal and give you their email address.

Once the appeal has been received, we will:

- Acknowledge your appeal in 5 working days
- Respond within 10 working days (If it takes longer, we will explain why and give you a new timeline)

### **Stage 4: External escalation**

If you have followed all steps and feel we have not resolved your complaints, you can contact the Department for Education:

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

Please note, the Department for Education will normally refer the complaint back to us in the first instance if all stages of this policy have not been followed.

### **Other useful information**

- We will always treat anonymous complaints seriously, but we can't always investigate without sufficient detail. If we do decide that we are unable to investigate or contact an anonymous complaint, we will log the reasons why we have made that decision.
- We do not offer financial compensation.
- Your privacy matters: we only share your information if legally allowed and where it helps resolve the issue.

- If you're under 18, we may need your parents or carers' consent to proceed.

### **Policy reviews**

This policy will be reviewed at least annually, and updates included, as required, to always ensure an effective service.