

Wiltshire Council

Family and Community Learning Team

Growing a lifelong love of learning with communities in Wiltshire
Discover opportunities – Develop Skills – Achieve ambitions

Complaints Procedure

All learners must be informed about the complaints procedure during the induction. Learners, tutors and member organisations can follow this procedure if they wish to challenge any aspect of the service's operation.

For Example:

Learners might complain about:

- Access to assessment
- Process to assessment
- Access to internal verification
- The handling of an appeal
- Administrative issues such as failure to register etc.

Tutor might complain about:

- Access to support and guidance
- Access to internal verification
- Administrative issues
- Insufficient time to undertake the function

IQAs might complain about:

- Access to support and guidance
- Insufficient time to undertake the function

If the complainant is still not satisfied after an informal discussion with the Family and Community Learning Manager, within 20 days he/she must complete a Complaints Form and send it to the Family and Community Learning Manager.

The Family and Community Learning Manager will seek written accounts from all parties involved to have these available to the Complaints Panel.

The Family and Community Learning Manager will refer the complaint to a complaints panel within 20 days of receiving the complaints form.

The complaints panel, comprising three representatives from member organizations not involved in the complaint, will consider the complaint.

The complaints panel will make and record its decision which will be final.