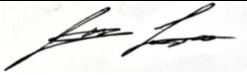


<b>Policy Number/Name</b>	<b>Complaints Policy</b>
<b>Version</b>	<b>1.1</b>
<b>Policy Effective Date</b>	<b>1<sup>st</sup> September 2022</b>
<b>Policy Review Date</b>	<b>1<sup>st</sup> September 2024</b>
<b>Approved by (Name)</b>	<b>Stuart Catton</b>
<b>Approved by (signature)</b>	



## **Complaints Procedure**

### **Policy outline**

White Point Solutions Ltd (WPS) is committed to providing a quality service to its customers. However, the company accepts that occasionally we may get it wrong. If that is the case then we ask you to adopt the following procedure, which is in line with White Point Solutions Ltd centre policies.

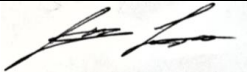
A complaint may be related to unsatisfactory service, unfair or discriminatory actions or decisions and situations that arise with WPS, (other than those which relate to the assessment process and decisions), for example, information provided on qualifications, selection procedures, support for individuals, time taken to deal with enquiries or unfair or discriminatory treatment by anyone acting on behalf of WPS.

### **How to raise a complaint**

1. You must bring any issue to the immediate attention of any employee of White Point Solutions Ltd. Our expectation is that your issue will be resolved immediately or escalated to a responsible member of the centre who can help.
2. If you feel that your issue has not been resolved satisfactorily, please write to the Centre Manager at White Point Solutions Ltd, stating the nature of the complaint and giving as much detail as possible.

White Point Solutions Ltd will acknowledge the complaint within 2 working days of receipt and will conduct an internal investigation. At this point you may be asked to provide more information.

3. Whatever the case White Point Solutions Ltd will provide an initial response within 5 working days of receipt of the written complaint, accepting that it may take a little longer to fully

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complete the investigation and provide a final response. White Point Solutions Ltd will keep you informed regularly as to the progress.

4) Within 30 days of the complaint being formally raised a full response will be sent to the candidate.

Please send all complaints to the address below:

**White Point Solutions Ltd  
Unit 5 Spring Rise  
Falconer Road  
Haverhill  
Suffolk  
CB9 7XU**

#### **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.

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-education-and-training-provision-funded-by-esfa>

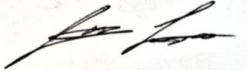
If your complaint is in relation to the appeal of an assessment decision please refer to the appeals process

#### **Recording and Monitoring**

The centre keeps a complaint spreadsheet in which all complaints and actions taken are recorded. This may be shared with the External Quality Assurers where relevant as part of the regular monitoring process. The Directors as part of the process of review and evaluation will also consider complaints in the wider context. Outcome of this discussion may result in changes to policy and procedures.

#### **Confidentiality**

WPS 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 WPS 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.

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**Policy Review**

The Complaint Procedure will be revised annually by the Senior Management Team and Director.