 

**Woodspeen Training**

**Complaints and Compliments Policy and Procedure**

**Introduction**

Woodspeen Training prides itself on the level of professional integrity demonstrated by all staff. As a customer of Woodspeen Training, we want you to experience a high quality level of service which caters for your needs. It is important to us that you feel happy with the service that you are receiving and if genuinely dissatisfied in any way, know how to make a complaint.

Similarly, if you would like to provide positive feedback about your experiences with us it is important that you know how to do so.

The overriding aim of this procedure is to continuously improve the quality of all that we do by establishing an effective system for handling complaints and compliments about the services we provide. We will act on all complaints promptly and transparently and keep you informed of any improvement measures introduced as a result of your complaint.

**How to make a compliment**

You can make a compliment to any member of staff in person, in writing or via email or telephone to:

Woodspeen Training

1st Floor

Kings Head Buildings

Cloth Hall Street

Huddersfield

HD1 2EF

Tel. 01484 429359

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

Your compliment will be shared with the team member(s) concerned and your feedback will be used to inform the further development of our services. You may be contacted for further information by a member of the senior management team.

**How to make a complaint**

You can make a complaint to any member of staff in person, in writing or via email or telephone to:

Woodspeen Training

1st Floor

Kings Head Buildings

Cloth Hall Street

Huddersfield

HD1 2EF

Tel. 01484 429359

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

Please specify that you are making a complaint rather than simply providing feedback or a suggestion. Your complaint will be forwarded to an appropriate member of staff who will contact you to discuss the matter further and investigate the situation as appropriate.

If the concern cannot be resolved by informal discussion and investigation as set out above please submit the nature of your complaint in writing to:

Samantha Wilson (Director)

1st Floor

Kings Head Buildings

Cloth Hall Street

Huddersfield

HD1 2EF

Tel. 01484 429359

If submitting a complaint or number of complaints please ensure that each issue is identified separately. This will allow each issue to be addressed, resolved and closed.

**How we will deal with your complaint**

All complaints will be investigated and dealt with by a member of the Senior Management Team who will respond within 10 working days after the receipt of the complaint. Where this is not possible you will be kept up-to-date about the progress of the investigation into your complaint and at the same time be given a date by when the complaint should be dealt with.

All results of investigations into complaints will be given in writing

**Appeals Procedure**

If you are unhappy with the response and feel that the issue has not been satisfactorily resolved, then your complaint will be referred to the Director who will respond to you within 7 working days.

If your complaint cannot be resolved through the above internal procedures you may escalate your complaint to the ESFA through the apprenticeship helpdesk on 08000 150400 or email [nationalhelpdesk@apprenticeships.gov.uk](mailto:nationalhelpdesk@apprenticeships.gov.uk)

This policy will be reviewed annually.

Signed: Date:

Operations Director

Woodspeen Training