**WEA Complaints Procedure**

The WEA aims to ensure that the learning experience and the services provided meet and exceed the expectations of all our learners.

If you are unhappy with the service provided by the WEA, we promise to take your concerns and complaint seriously and treat it confidentially. Passing on personal information about you is protected by the Data Protection Act.

However, there are some situations – for example, complaints about assessment grades – where we may need to involve other organisations. If so, we will explain this and ask you if you agree to continue.

If you disagree, we may not be able to resolve your complaint fully. The WEA will keep records of complaints for 6 years from the date of the last action relating to the complaint. These will be secured digitally.

**If you want to raise a concern or complaint here is what you can do.**

**Stage 1**

It helps if you speak straight away to the people directly involved (e.g. tutor, course organiser etc.), as they may be able to put things right immediately without any need to take matters further.

**How long do individuals have to make a complaint?**

Individuals must make their complaint as soon as possible following the event, action, or issue causing dissatisfaction within **one calendar month** for a complaint to be investigated. Complaints made after this time will be considered at the discretion of the WEA.

**You will get a first response within 5 working days of receipt of complaint.**

**Stage 2**

Further investigation may be required following from the outcome from Stage 1, for example, you may disagree with the outcome, or you may simply feel uncomfortable making a complaint when it involves someone you know personally. If you would like someone else to consider your complaint, please follow the steps below.

**Appeals**

Depending upon the complaint there are further stages that you can go through if you are still not satisfied. Complainants who remain dissatisfied with the outcome at formal stage have the right to request an appeal within 10 calendar days of receiving the Stage 2 complaints outcome letter. An appeal will check the process has been followed correctly and examine the evidence and outcome. For complaints relating to assessment decisions, please refer to the Appeals Against Assessment policy. For Discretionary Learner Support appeals, see our separate Appeals procedure for Discretionary Learner Support.

In all other cases, if you are still dissatisfied with the outcome of your complaint, you may appeal to the Director of Quality, Curriculum and Safeguarding they will investigate further and respond to you, usually within 10 working days of receiving your appeal.

Finally, if you are still dissatisfied with the way in which we have handled your complaint, you maintain the right to appeal beyond the WEA – for example, to the [Education and Skills Funding Agency](https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure) or the relevant [Mayoral Combined Authority](https://www.local.gov.uk/topics/devolution/devolution-online-hub/devolution-explained/combined-authorities) - the bodies that allocate our funding. If your course is SQA (Scottish Qualifications Authority) accredited, all candidates have the right to complain to SQA about assessment-related matters (but not assessment judgements) once you have exhausted the WEA’s complaints procedure.

**Reporting a Concern or Complaint**

To report a concern or complaint please download a copy the [WEA Concern/ Complaints form](https://www.wea.org.uk/sites/default/files/2023-10/WEA%20Concern%20complaints%20form%20V2.docx) and email this to [learnersupport@wea.ac.uk](mailto:learnersupport@wea.ac.uk)

*If you would like to speak to a member of WEA, please contact:*

**Learner Enrolment and Onboarding Team**

T: 0300 303 3464

E. [learnersupport@wea.ac.uk](mailto:learnersupport@wea.ac.uk)

**OR**

To contact a **Regional Office** please visit: <https://www.wea.org.uk/about-us/contact-us/departments>

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| **Date of this Review** | **Date of next Review** | **Policy reviewed and updated by:** | **Policy approved by:** |
| July 2024 | July 2025 | Safeguarding and Complaints Manager | Director of Quality, Curriculum and Safeguarding |