

# Complaints Policy

## QP213

April 2026  
Version 6.1

## POLICY VERSION CONTROL

Issue	Date	Approved By	Position	Revision Notes
V1	July 2019			
V2	July 2020	Fran Grainger	Admin	Formatting
V3	July 2021	Ingrid Kennedy	Head of Compliance	Reviewed
V4	Jan 2022	Ingrid Kennedy	Head of Compliance	Timeline added
V4	Jan 23	Ingrid Kennedy	Head of Compliance	New Policy Owner
V5	Jan 24	Ingrid Kennedy	Excellence Team	New classification number, template, and review
V5	May 25	Ingrid Kennedy	Excellence Team	Review, no change
V6	Dec 25	Ingrid Kennedy	Excellence Team	Review, email address added
V6.1	April 26	Ingrid Kennedy	Excellence Team	Grammar correction
<b>Next Review Date:</b> April 2027			<b>Policy Owner:</b> Director of Excellence	

## **INTRODUCTION**

Workpays believes our organisation provides good training for all our learners and the CEO, senior management and staff work very hard to build positive relationships with parents, employers, and stakeholders. However, the training centres are obliged to have procedures in place in case there are complaints. We treat a complaint as an expression of dissatisfaction with our service which calls for a response.

The following policy sets out the procedure that Workpays follows in such cases.

## **SCOPE**

This policy applies to all employees of Workpays, including full-time, part-time, and temporary employees, at all levels of the organisation and to people external to Workpays who have a relationship with Workpays.

## **POLICY OBJECTIVES**

Workpays aims to be fair, open, and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding, and, in all cases, we put the interests of the learner above all other issues. We provide sufficient opportunity for any complaint to be fully discussed and then resolved.

## **ROLES AND RESPONSIBILITIES**

Responsibilities for the use of this policy are as follows:

- |                        |  |
|------------------------|--|
| Director of Excellence | <ul style="list-style-type: none"><li>• Monitoring changes, updates in the law</li></ul>   |
| Excellence Team        | <ul style="list-style-type: none"><li>• Annual policy review</li><li>• Complaints</li></ul>  |
| Employees              | <ul style="list-style-type: none"><li>• All Workpays staff to abide by this policy.</li><li>• Report any concerns related to this policy</li></ul> |

## **DEFINITION**

A statement that a participant brings to the attention of Workpays that something is wrong or not satisfactory.

## MAIN POLICY

### Complaints Procedure

If a parent/guardian/employer is concerned about anything to do with the training we are providing at Workpays, they should, in the first instance, discuss the matter with the tutor/trainer. Most matters of concern can be dealt with in this way. All tutors work very hard to ensure each learner is happy and is making good progress; they always want to know if there is a problem so action can be taken before the problem seriously affects the learner's progress.

Where a parent/guardian/employer feels a situation has not been resolved through contact with the tutor/trainer or that their concern is sufficiently serious, they should make an appointment to discuss it with the operations manager. The operations manager considers any such complaint very seriously and will investigate each case thoroughly. Most complaints are normally resolved at this stage. If, however, an issue is not resolved by the operations manager, the matter will be passed to the Head of the relevant department or the Director of Excellence.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the Head of the relevant department or the Director of Excellence. This complaint must be made in writing, stating the nature of the complaint and how the organisation has handled it so far. The parent/guardian/employer should send this written complaint to the Head of the relevant department or the Director of Excellence via post, [complaints@workpays.co.uk](mailto:complaints@workpays.co.uk) or hand-delivered.

The Head of the relevant department or the Director of Excellence must consider all written complaints within 10 working days of receipt, arrange a meeting to discuss the complaint, and invite the person making it to attend the meeting, so their complaint can be explained in more detail. The organisation gives the complainant at least 3 days' notice of the meeting.

After hearing all the evidence, the Head of the relevant department or the Managing Director will consider their decision and inform the parent/guardian/employer about it in writing within 5 working days following the meeting. They will do all they can at this stage to satisfactorily resolve the complaint.

If the complaint is not resolved to the satisfaction of the parent/guardian/employer, then the Head of the relevant department or the Managing Director will arrange for a hearing before a panel with at least three people who must not be directly involved. One member of the panel

will be the managing director. The parent/guardian/employer has the right to be represented at this hearing. All the evidence will be considered, and a further judgement made in an attempt to resolve the complaint. The result of this hearing, together with any recommendations will be given in writing within one week of the hearing. A copy of the findings and any recommendations will be distributed to the complainant, the proprietor, the managing director and where relevant, the person complained about.

If the matter is still not resolved, then the complaint will be referred to the local authority.

In the case of a learner under 16 years old, if the parent/guardian/employer is still not content the complaint has been dealt with properly, they are entitled to appeal to the secretary of state for education.

### **Monitoring and Review**

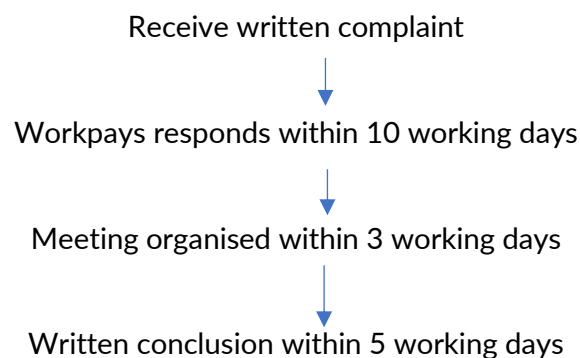
The Director of Excellence monitors the complaints procedure to ensure all complaints are handled properly. Senior management log all complaints received on the complaint tracker located in the Teams Tile 'We are Geese' and record how they were resolved. The Director of Excellence examines this log quarterly.

This policy is made available to all parents/guardians and employers so they can be properly informed about the complaints procedure.

### **Confidentiality**

All correspondence, statements and records of complaints shall remain confidential at all times.

### **Complaint timeline**



## Tracking Complaints

**Complete Complaint Tracker and a Complaint forms**  
(Located in the 'We are Geese Folder' 12. Templates)



**Forward the completed forms to Director of Excellence**



**Director of Excellence will upload to The Gander Squad "Complaints Folder".**  
(Senior Leadership Team access only)

## RELATED POLICIES

This policy is to be read in conjunction with other policies and procedures in place including those detailed below:

<b>Policy Name</b>	<b>Policy Number</b>
Whistleblowing	QP304
Equality, Diversity & Inclusion	QP301
Safeguarding	QP101
Employee Handbook	