Complaints Policy

# Policy statement

Wiltshire Exam Centre is committed to providing a reputable and responsive service, but we recognise that sometimes things can go wrong. Our aim is to deal with complaints in a sensitive, sincere and timely manner and to ensure our candidates, staff and associates have the utmost confidence in our procedures.

# Scope and Usage

This policy covers complaints from candidates (and their parents/guardians), staff and associates. The Awarding Bodies have their own policies which cover disputes between themselves and us, as the exam centre.

The Centre Manager is responsible for dealing with stage two complaints in almost all instances, the exception being if the complaint is of a nature involving actions by the Centre Manager. In the case of the latter, responsibility would be delegated to another staff member and/or advice would be sought from the awarding body.

# Procedures

This policy is made publicly available on our website, and candidates (and parents/guardians where applicable) are made aware that they can view it here at www.wiltshireexamcentre.com or they may request a copy.

Complaints may be made in any format and may be verbal or written. It is our aim that the majority of complaints are dealt with informally and promptly without the need for the procedure detailed below. We encourage an open communication culture where learners/candidates, staff and associates should always feel able to raise issues and to respond with empathy and a “can-do” attitude to resolution. However, where the informal approach does not resolve an issue or the complainant feels the issue warrants a formal grievance procedure this shall be as follows:

Stage One

Complaints should in the first instance, be raised with the member of staff or associate to which it relates. You may do this verbally (for example, over video call or the phone), or in written form, such as an email.

All staff and associates of Wiltshire Exam Centre are expected to take a positive and empathetic approach to the raising of issues/negative feedback. The member of staff is expected to acknowledge your complaint, in writing, within 2 working days and to respond within 14 working days.

This response may be an acknowledgement and apology if we have got something wrong, and a proposed resolution; alternatively it may be an explanation as to why a particular action has been taken by us. In all cases, we will seek to ensure that the person/s who filed is satisfied with the resolution we propose and that where applicable, we learn from any mistakes made.

Stage Two

Where it is not possible to raise an issue informally or through stage one, or where a stage one complaint has not been successfully resolved, the next stage is to write to the Centre
Manager. The centre manager will follow the same timeline for responding as outlined at stage one, except that he/she may advise that they need some additional time to investigate fully - up to a maximum of 28 days.

The centre manager will seek to speak to all involved with the issue and to review any prior recorded complaints - and how they were dealt with. As above, the primary aim is to achieve a satisfactory outcome for both the complainant and any other people/groups affected.

Stage Three

In certain instances where we are unable to resolve a serious issue, you may have cause to raise the complaint with the awarding body. You can find their relevant policies here: <https://openawards.org.uk/centres/policies-and-procedures/>

[Contact us | The Prince's Trust (princes-trust.org.uk)](https://www.princes-trust.org.uk/contact-us)

# Documentation and Reporting

Wiltshire Exam Centre will, where lawfully entitled or obliged to, keep records of feedback and complaints. We use these to improve our service and to prevent dissatisfaction arising in the future. Any records we keep will always be in line with our Privacy and Data Protection Policy, and the Privacy Notice all candidates are given when they register with us.

|  |  |  |
| --- | --- | --- |
| Date of Creation | 27th January 2021 | C M Brown |
| Reviewed on | 27th April 2021 |  C M Brown |
| Review circumstances (before annual review) | Instruction by awarding body, learner or staff complaint, result of quality assurance activities. |  |