

WISE's Complaints Policy

If you are not happy about something here at WISE, please tell us immediately as we don't want any of our staff to feel unhappy working here.

There are two ways to make a complaint.

1. Informal complaints

Most problems can be solved quickly and informally.

For any type of problem please speak to the Managing Director, Liz Denham. Explain the problem and she will try to find a solution. If you would prefer to speak to someone else, please approach Katie Mansfield, the Academic Manager.

If you have a problem about the college, e.g. toilet facilities, finance etc. please talk to a member of staff in the main office.

Hopefully this will be enough to solve your problem.

If you are still not happy, you can make a formal complaint.

2. Formal complaints

Any student or teacher has the right to make a formal complaint. If you make a formal complaint you can be sure that:

- Your complaint will be dealt with seriously and thoroughly
- You will receive an apology from the college if your complaint is upheld
- Matters will be put right as soon as possible (if appropriate)

Who should I make a formal complaint to?

Amanda Thorogood - Her full contact details are:

E-mail: amanda.thorogood@weybridge-english.com

Mob: 07894 504550

Who can complain?

Usually you should make the complaint yourself but you can ask someone else to make your complaint with your permission.

When should I complain?

You should make your complaint as soon as possible. The WISE complaints procedure states that you should make your complaint within 10 days of the event or your course start date. This time limit can be extended once the complaint has been logged, if further time is required to carry out a satisfactory investigation. We are not able to deal with retrospective complaints.

How long will it take?

This will depend on what your complaint is about and how complex it is. The WISE complaints regulations do not require complaints to be investigated within a set timescale, but instead we will agree an individual and acceptable timescale with you.

What do you need to provide?

Provide as much information as possible to allow WISE to investigate your complaint. Include some or all of the following:

- Your name and a valid email or home address for reply
- A clear description of your complaint
- Any relevant correspondence, e.g. emails

What do we do next?

WISE aims to acknowledge all complaints no later than three working days after the day the complaint is received.

Investigation of complaint

The complaint will be investigated and you will receive the findings of that investigation along with an appropriate apology and to understand if any learning or changes will take place as a result of the findings of the investigation. If applicable and depending on the nature of our findings, you may receive a refund or be offered an alternative course.

What do I do if my complaint is not solved?

If you find your complaint has not been resolved to your satisfaction, please email the Managing Director, Liz Denham. Email: liz.denham@weybridge-english.com

Originator: Katie Mansfield
Date: Sep 2019
Next reviewed: Sep 2020