

# Complaints Policy



Winterbury Training Ltd is a progressive training organisation providing mandatory and optional training to a range of organisations. We provide a range of first aid, mental health, food safety, safeguarding and teaching qualifications through Qualifications Network. We are committed to providing high quality training and qualifications and to ensuring that equality of opportunity underpins all aspects of our work.

This policy relates to complaints that our customers, students and suppliers may have about our organisation and sets out our formal procedure for dealing with such complaints.

It is important that all complaints are raised directly with Winterbury Training Ltd. Our complaints procedure is a four stage process; each process is detailed below and most complaints will be resolved to a satisfactory standard at stage one. If the complaint is not resolved at stage one then it should be escalated to stage two and if not resolved again it should be escalated to stage three, finally if not resolved at the third stage the final stage should be used.

## Stage one:

- Complaint is raised directly with the trainer/assessor conducting the course, who will deal with the complaint at the time that it is raised.
- If the complaint is not about a course but about another aspect of our business, then the complaint should be raised with the staff member the customer is in communication with.

## Stage two:

- Complaint should be referred to Winterbury Training Ltd head office where the named contact who deals with complaints can be contacted, in writing, using the following details:

Carolyn Port  
Winterbury Training  
Highbury, Youngs Paddock  
Winterslow  
Salisbury SP5 1RS  
Tel: 07584 732119  
carolyn@winterburytraining.co.uk  
www.winterburytraining.co.uk

- If your complaint is about Carolyn Port and you feel there would be a conflict of interest in complaining to the Centre Manager in this instance, you may direct your complaint to Winterbury's Internal Quality Assuror:  
Graeme Rundle  
GCS Medical Ltd  
Unit 5, Lloyd Court  
Dunston  
Gateshead  
NE11 9EP  
[info@thegcsgroup.co.uk](mailto:info@thegcsgroup.co.uk)  
07923 025480
- We aim to resolve all complaints within 10 working days in writing.

#### Stage three:

- Complaint should be referred to Qualifications Network, who will carry out an investigation into the complaint and will contact the complainant with the results of their investigation.
- Qualifications Network can be contacted by phoning 020 3795 0559

#### Stage four:

- Stage four is the final stage of the complaint. If your complaint has not been resolved you can take your complaint to Ofqual.
- You can make Ofqual aware of your complaint by letter, phone or email.

### **Office of Qualifications and Examinations Regulation**

Spring Place  
Coventry Business Park  
Herald Avenue  
Coventry  
CV5 6UB

**Telephone:** 0300 303 3346

(Lines are open Monday to Friday, 9.00am to 5.00pm)

**Textphone:** 0300 303 3345

**Fax:** 0300 303 3348

**Email:** [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)

You need to provide Ofqual with the following information:

- What the complaint is about
- Your full name and candidate number (if you have one)
- The training provider's name and number
- The name of the awarding organisation or exam board
- The qualification or unit title and code number
- Copies of any relevant supporting documents.

Ofqual promise to:

- acknowledge receipt of your complaint within two working days of receiving it
- give you a full response within 30 working days.

Winterbury Training Ltd will keep a written record of all complaints and compliments made about our business. This will be made available to any inspectors or other organisations that conduct Quality Assurance based audits.

Our primary aim is to provide high quality customer focused training and qualifications; therefore we aim to have very few appeals to our decisions and certainly aim to resolve any appeals within our company at the earliest opportunity.

This policy was approved by: Carolyn Port 08/11/17  
This policy was reviewed by: Carolyn Port 31/08/2024

Review Due: August 2025