

# Complaints Policy

## 1. Purpose

This policy outlines the process for raising and resolving complaints arising from business activities of Coventry and Warwickshire Chamber of Commerce Training (CWCCT). It ensures that all staff, learners and volunteers have a fair and transparent way to express concerns and seek resolution.

CWCCT will, at all times, endeavour to provide a consistently high standard of service. However, as in any organisation things do, occasionally, go wrong.

If something goes wrong, you should contact us straight away to give us a chance to put things right. Do this as soon as you notice the issue. Contact details can be found within this policy.

## 2. Scope

This policy applies to all staff, learners and volunteers engaged in training programmes. It covers complaints related to training delivery, staff conduct, learning resources, assessment, discrimination, bullying, and any other relevant issues.

## 3. Principles

- All complaints will be handled fairly, confidentially, and without discrimination.
- Complaints should be resolved as promptly as possible.
- No complainant will face retaliation for raising a genuine concern.
- Complaints will be used constructively to improve our training environment.

## 4. Definitions

If someone is unhappy with any aspect of:

- the standard of service which you have received
- CWCCT 's actions
- the lack of action

or

- an unnecessary delay

We will take steps to resolve any problems.

If it's a simple matter, it may be resolved through a phone call. However, if it can't be easily resolved, it will be logged as a formal complaint and follow the steps outlined in this policy.

Examples of Complaints:

- **Training Delivery** – Concerns about the quality, accessibility, or effectiveness of training sessions.
- **Staff Conduct** – Issues related to unprofessional behaviour, discrimination or unfair treatment by staff.

- **Learning Resources** – Complaints regarding inadequate or outdated training materials.
- **Assessment Issues** – Concerns about the fairness or accuracy of assessments and feedback.
- **Bullying & Harassment** – Reports of harassment, discrimination or bullying within the training environment.
- **Health & Safety** – Concerns about unsafe working or learning conditions.
- **Administrative Issues** – Problems related to scheduling, enrolment or general communication.

## 5. Complaints Procedure

### 5.1 Informal Resolution

Where possible, individuals are encouraged to raise concerns informally with the relevant person (e.g., tutor, supervisor) to resolve issues quickly and amicably. The matter should be taken up immediately with the individual with whom they have been dealing, or with their immediate manager.

### 5.2 Formal Complaint Process

If the issue is not resolved informally, a formal complaint can be made following these steps:

- Submission** – Complaints should be submitted in writing to the Training Manager (CWCCT). Call CWCCT on 024 7623 1122 if someone is unsure who to address a letter or email to. CWCCT requests that a complaint is submitted in writing to avoid any possible uncertainty or misunderstanding. Alternatively, a member of staff can pursue a complaint on the behalf of a learner or volunteer. This should include details of the complaint, parties involved and any supporting evidence, including complainant name and address, details about the incident, how the complainant wishes the matter to be resolved.
- Acknowledgment** – The complaint will be acknowledged in writing within three working days of receipt.
- Investigation** – An investigation will be conducted, which may involve interviews with relevant parties and reviewing supporting evidence.
- Resolution & Outcome** – A written response detailing the findings and any action to be taken will be provided within 10 working days of receipt or 15 days if a subcontractor is involved and requires a third-party investigation. If, for some reason, it is not possible to respond within this time, a written explanation will be sent.
- Appeal** – If the complainant is not satisfied, they may request a review of the decision within 10 working days of the original outcome to the Executive Director. Individuals should write to the Executive Director who will consider the appeal. If the Executive Director considers it necessary, a further investigation may be carried out. The Executive Director will send a full response within 10 working days of receipt of the appeal. If this is likely to be more than ten days, again a written explanation will be sent.

## 6. Confidentiality

All complaints will be handled with strict confidentiality. Information will only be shared with those directly involved in the resolution process.

## 7. Monitoring & Review

Complaints will be recorded and analysed in the annual quality assurance review to ensure that standards in dealing with complaints are met and that necessary improvements are identified to identify trends and areas for improvement. This policy will be reviewed annually to ensure its effectiveness.

## 8. Contact Information

For formal complaints, contact:

**Postal Address:**

Commerce House  
123 St Nicholas Street  
COVENTRY  
CV1 4FD

**Telephone:**

024 7623 1122

**Email:**

[enquiries@cw-chambertraining.co.uk](mailto:enquiries@cw-chambertraining.co.uk)

  
**Signed:**  
**(Executive Director)**

**Date: 1<sup>st</sup> August 2025**