



Westminster Adult Education Service

Compliments, Comments & Complaints Procedure

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Owner:	Head of Learner Development	Approved by:	Executive Board	Date of approval:	Sept 2025
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The following procedure is for customers and staff to support the implementation of the Compliments, Comments and Complaints Policy. It enables us to capture compliments, comments, and complaints in a consistent format to ensure that good practice is acknowledged and celebrated and that complaints are resolved quickly and satisfactorily and to monitor customer satisfaction and make continuous improvements.

A compliment, comment or complaint can be made via our website at: [Compliments - Westminster Adult Education Service](#)



Compliment, Comments, or Complaints Procedure

Compliments

These will be passed to the relevant area or manager to review and praise the relevant team member/department. These will be logged centrally and celebrated where appropriate.

Comment/Feedback

These will be passed across to the relevant area or manager to review, contact the person making the comment, if applicable, and action where appropriate. These will be logged centrally, and any action points tracked.

Complaints

If the nature of the feedback is a complaint or a concern, this will be passed across to the relevant area to resolve the issue. Complaints must be reported within 12 months of the origin of the concern or incident. All complaints will be acknowledged within 5 working days of receipt. We aim to reply within 10 working days from the day of acknowledgement. If we require longer, we will let you know.

The area manager will discuss the content of the complaint raised with the complainant and provide a proposed resolution and an expected timeframe for the resolution. If the manager is unable to get in contact with the complainant, we will review the details and send a closing message, however this may not include any specific details.

If they are unable to offer a quick resolution due to the nature of the complaint, the staff member should escalate the matter. The outcome of the complaint /concern will be confirmed in writing that either:

1. The concern has been dealt with and provide an explanation with details of any actions.
2. The issue requires further investigation.

Further investigation is required

- If a quick resolution is not possible due to the nature of the complaint, it will be subject to further investigation.
- If the complaint includes more than one learner, this will be dealt with as a group complaint. An elected spokesperson will be required from the group to act as the

point of contact. All complainants within the group will be required to give their consent, to enable us to consider them to be part of the group complaint. (the form must be returned within 5 working days).

- If the complaint is about a staff member it may be dealt with under our HR procedures if this is deemed more appropriate. If this is the case, the complainant will be informed that this is being dealt with in line with our internal staff disciplinary policy.

Information Gathering

- The investigating manager will attempt to discuss the content of the complaint raised with the complainant, if not already done so, to fully understand the matter before moving forward. The investigating manager will then gather information relating to the complaint to get a full picture and understanding of the situation. This may include interviews with learners and staff, obtaining statements or liaising with other departments.
- If the investigating manager is unlikely to resolve the complaint within 10 working days of the acknowledgement, the complainant will be informed of progress together with expected timescales for resolution.

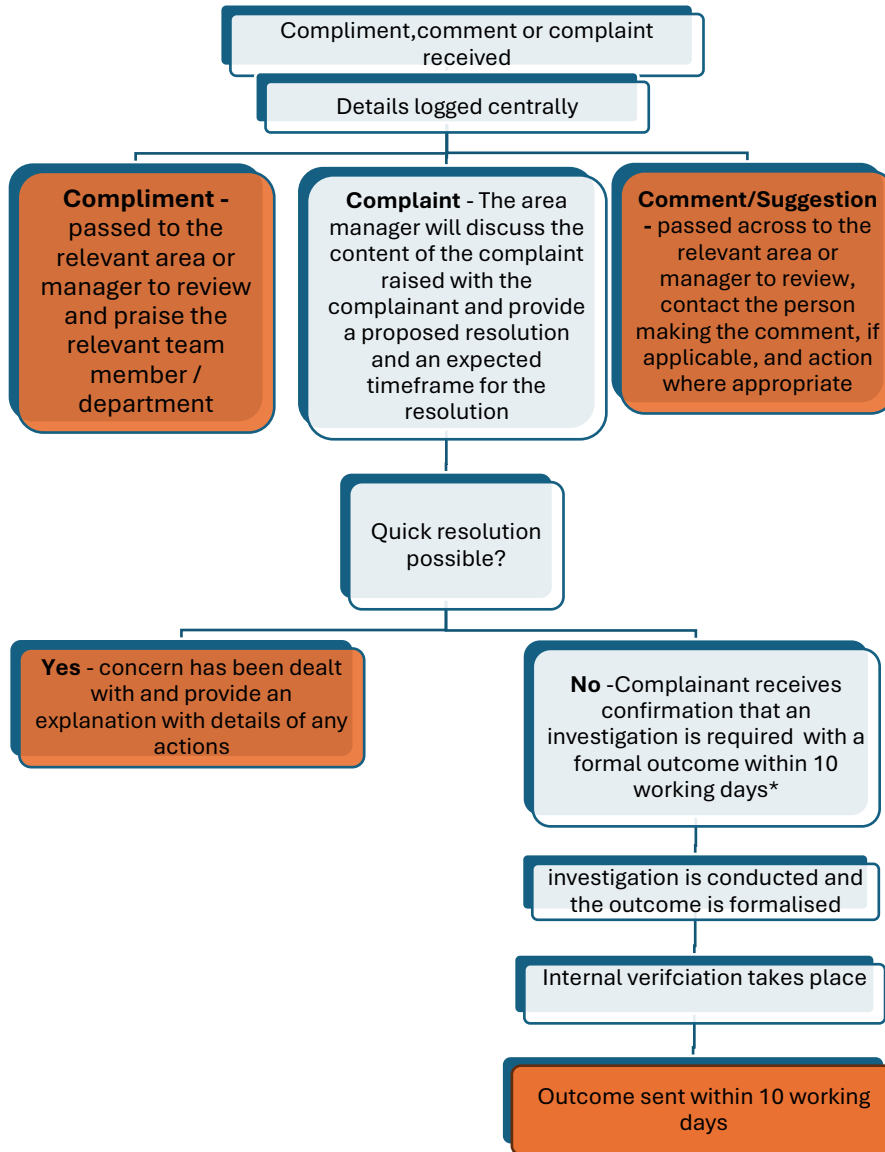
Formalise Outcome

Following the conclusion of the investigation, an outcome to the complainant, unless the complaint was about staff conduct as outlined in the policy, we aim to send this within 10 working days of the investigation notification, which will include the outcome of the investigation.

An internal verification step to ensure that complaint handling and outcomes are fair and consistent is carried out through a quality assurance checks by our Head of Learner Development.

Your complaint will be shared with the Principal and Head of Service as part of routine reporting. This informs our quality assurance framework and will be reported routinely to the Governing Board.

Procedure Flow Chart



*If WAES needs longer to investigate a complaint, or it's during a holiday period and limited staff available, notification will be given to the complainant about a variation in the timeline.

Timelines

Complainant:

- Complaint must be made within 12 months of the origin of their concern.
- Respond to an investigating manager within 5 working days.
- Confirm consent within 5 working days if a group complainant.
- Request to appeal the outcome within 10 working days.

WAES:

- All complaints acknowledged within 5 working days of receipt.
- An initial response or outcome will be provided within 10 working days.
- If WAES needs longer to investigate a complaint, or it's during a holiday period and limited staff are available a notification will be given to the complainant about a variation in the timeline.
- All complaints responded by 20 working days.

Closure of Complaints

WAES will deem a complaint closed if a request for appeal is not received within 10 working days of the date of the letter the outcome to the original complaint. The closure will not be reversed. Closure does not affect your statutory rights to submit a petition to external agencies, other regulatory bodies, or a court of law.

Appeals Procedure Stage 1

Appeal against investigation

- If the complainant is not satisfied with the response from the manager, the complainant can appeal. Appeals must be made within 10 working days of the response to the complaint via email Appeals@waes.ac.uk.

An appeal will only be considered on the following grounds:

- The investigation did not address all the complaint points raised.
- New evidence has been made available that was not available at the time the complaint was submitted.
- The investigation was not conducted in accordance with the procedures set out in the procedure for dealing with a complaint.
- We have not implemented the resolution detailed in the outcome.

The appeal is escalated to the relevant member of the Executive Team who assigns a manager not associated with the case to carry out an independent review.

- The appeal will be responded to within five working days. This will detail if the appeal has been accepted for review or rejected as it has not met one or more of the above criteria.
- If the appeal is rejected for review the complainant will be issued with a completion of procedure letter.
- The Appeal investigator will conduct a review of the original investigation and will consider the procedure undertaken, the integrity, any additional evidence and the outcome provided. They will not fully reinvestigate the issue.
- The Principal and Head of Service will review the findings from the executive Team member and the appeals manager and respond with an outcome letter within 10 working days of the appeal acknowledgement. If the review is complex and likely to exceed this timescale, the complainant will be kept informed of progress.

Possible Outcomes

On completion of the complaint investigation, the complaint will be classified in one of three ways:

Upheld – the complaint was fully justified and will result in corrective action being taken, e.g., an amendment of services/procedures, staff training, improved communications

Partially upheld – certain aspects of the complaint were considered justified and will result in follow-up action

Not upheld – the complaint was not justified.

Withdrawn – complaint withdrawn by WAES or the complainant.

Further Appeals

If having **first exhausted WAES's complaints procedure** you are still not satisfied with the outcome, you can contact several agencies depending on the complaint.

Westminster City Council (Stage 2) – Email: stage2complaints@westminster.gov.uk, or Telephone: 020 7641 1911 or by post to: Westminster City Council, City Hall, 64 Victoria Street, London SW1E 6QP.



Please note the WCC procedure includes the following updates:

WCC Timeframes

Approves an amendment to the Council's Complaints Policy to change the time that a resident has to escalate a complaint to Stage 2 from the date of the stage 1 response, from 12 months to three months, but discretion can be exercised.

WCC Unreasonable Complaint

The policy gives examples of the types of behaviour relating to complainant behaviour that may be considered unreasonable, which can be pursued in a range of ways i.e. calls, emails, letters, such as:

- Being abusive or threatening and this could include being racist or homophobic
- Making excessive contact
- Continuing to raise issues that have already been dealt with.

Awarding Organisation – You can contact the Awarding Organisation that regulates the qualification/s you are studying (City & Guilds, Pearson, UAL, NCFE, Gateway etc). Their details and complaints process can be found via their websites.

Adult Education

GLA (London): Complaints@gla.gov.uk

Department for Education (DfE):

submitted in writing to:
Ministerial and Public Communications Division
Department for Education,
Piccadilly GateStore Street,
Manchester,
M1 2WD

Apprenticeship learners: DfE Apprenticeship Service Support on 08000 150 600 or helpdesk@manage-apprenticeships.service.gov.uk



Appendix 1 – Compliments Comments Complaints Summary

Give your feedback using the form below (see appendix 2 or by clicking this [Link](#))

Compliments

Where our staff, services, policies or procedures have exceeded your expectations we will pass this on to the relevant Manager who will share with the people involved.

Comments

If you have any suggestions that will help to shape and improve our services, we will pass this on to the relevant manager who will evaluate and act accordingly. We will contact you to advise you of the action we have taken

Complaints

We are sorry if one of our services has fallen below expectations. We take complaints very seriously and will make every effort to resolve your complaint as quickly as possible. Resolving complaints also allows us to continually improve the Service for the benefit of both students and staff. Otherwise, fill in the form below with the relevant information or alternatively write to:

Complaints, Westminster Adult Education Service, Lisson Grove Centre, 219 Lisson Grove, London NW8 8LW

Once the complaint has been received our formal process will start and follow the policy.

How long will it take?

We aim to resolve most complaints within 10 working days; however, some can take longer. All complaints are resolved within one month from the date it is made, and you will receive a response in writing. This is a requirement of Westminster City Council.

What if I am still not satisfied?

If having made a complaint and appeal (**Stage 1**) you remain unsatisfied by the outcome, you are entitled to seek further guidance. You have the right of appeal to the Principal and Head of Service.

If you are not happy with the response you receive or the way your complaint was handled, you can appeal to the Chief Executive by making a stage 2 complaint. Your complaint will be sent to the Complaints and Customer Manager who will carry out a review of your concern(s), more information can be found [Complaints | Westminster City Council](#)

When making a stage 2 complaint, please explain why you are dissatisfied and what you expect from the review. [Email: stage2complaints@westminster.gov.uk](mailto:stage2complaints@westminster.gov.uk)



Appendix 2 – Compliments Comments Complaints Form - Screenshots

NOTE: The form, containing 11 questions is to be completed on-line, if possible, via this [Link](#).

You can view the questions that will be asked in the screen shots of the form given below.

The screenshot shows the 'WAES Feedback' form interface. At the top left is the WAES logo and the text 'WESTMINSTER ADULT EDUCATION SERVICE'. Below this is the title 'WAES Feedback' and a short introductory paragraph: 'We value your feedback—whether it's praise, suggestions, or concerns. Compliments and suggestions will be shared with managers to acknowledge excellence or drive improvements, while complaints are taken seriously and resolved promptly to enhance our services.' Below the text are four numbered questions, each with a text input field. Question 1: '1. What is Your Name? *' with a placeholder 'Enter your answer'. Question 2: '2. What is Your Email Address? *' with a placeholder 'Please enter an email'. Question 3: '3. What is Your Contact Number? *' with a placeholder 'Please enter at most 11 characters'. Question 4: '4. Company name (if you're an employer of an Apprentice)' with a placeholder 'Enter your answer'. A small asterisk and the word 'Required' are positioned above the first question.



5. What is the reason for your contact? *

Compliment - we actively encourage positive feedback and share and celebrate these.

Comment - the main point is to drive improvement.

Complaint - where a customer is dissatisfied and needs to have a resolution.

- Compliment
- Comment
- Complaint

6. Learner ID

Please note that if you are making a complaint and you are or it is regarding a current learner, we will require the Learner ID number to look at the matter in further detail.

Please enter at least 6 characters

7. Please provide us with the details of your compliment, suggestion or complaint. Please include where relevant, location, course details, dates and names of any parties involved. *

Please enter at most 4000 characters

8. Have you spoken to or dealt with a member of staff or department regarding this? *

- Yes
- No



9. If yes, please give the name and details below

Please enter at most 200 characters

10. Is there any additional information you would like us to be aware of? *

Yes

No

11. If yes, please provide us with the details below

Please enter at most 500 characters

You can print a copy of your answer after you submit

Submit

Never give out your password. [Report abuse](#)

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