

Complaint Policy

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1. Statement of purpose

At Working Knowledge we are committed to delivering the highest quality of learning and standards to our apprentices and employers. However, if for any reason you are dissatisfied with the service you have received, feel you have been mistreated or wish to raise any concerns, you can access the complaints policy and follow the procedure.

2. What is a complaint?

A complaint is when you feel that you have not received the service or support you expected, and you choose to inform us. Complaints can be about anything but may include the following: -

- When we do not deliver a service on time
- When you are not supported to progress and achieve in your programme of study
- When you receive poor quality service

This list is not exhaustive.

In the first instance it is usually helpful to talk through your concerns either with your Coach, Trainer or the Operations Manager.

3. Complaints procedure

A complaint can be informal or formal. If the nature of your complaint is neither serious nor requires immediate attention, then please record the complaint on an Informal Complaints form and take it to the next meeting with your Coach.

If you wish to make a formal complaint, then please complete the Formal Complaints form and email to the Operations Manager: jo.trendall@workingknowledge.org.uk.

The dispute resolution process, as outlined and explained in your commitment statement, will then be followed.

Working knowledge will respond to all written complaints within three working days.