

The Workforce Development Trust Complaints Policy

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The Workforce Development Trust are committed to providing a high standard of service and we are continuously improving and extending what we can offer. If you feel that we have not met your requirements, please contact us to let us know so that we can work with you to put things right.

What will happen when you make a complaint?

We will review your complaint and if necessary speak to any member/s of staff involved. Your written complaint will be acknowledged within 48 hours of receipt and we aim to resolve all written complaints within 28 days of receipt.

We will investigate any complaints thoroughly and in a proportionate manner. If you are unsatisfied with the response provided, the complaint will be escalated for review by the Senior Management Team who will review the complaint and provide a response and/or resolution.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved.
- To gather information which helps us to improve what we do.

Complaints may come from any person or organisation who has a legitimate interest in the Workforce Development Trust or its subsidiaries e.g. having received a product or service.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. Overall responsibility for this policy and its implementation lies with the Corporate Services Department.

How to get in touch

In order to ensure that your complaint is dealt with effectively, we ask that all complaints are submitted in writing, to ensure that we capture these in as much detail as possible.

By e-mail

To: Jael Wheeler jael.wheeler@wdtrust.org.uk

By post:

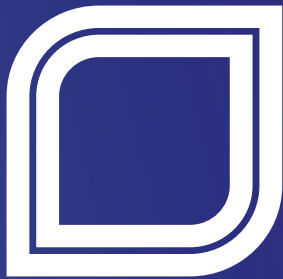
Jael Wheeler
Workforce Development Trust
Vertigo
Cheese Lane

Bristol
BS2 0JJ

What we need to know

When making a complaint please be sure to include the following information so that we can take the necessary steps to investigate and seek to resolve it.

- Your name
- Your contact details
- Your relationship with Workforce Development Trust – please select from the following options:
 - Existing Customer
 - Potential Customer
 - Member of the public
 - Other (please describe)
- Have you already made your concerns known informally to a member of Workforce Development Trust staff?
 - No
 - Yes – if yes please let us know who you have spoken to and when.
- Please describe the nature of your complaint, being as specific as possible about the issue concerned and, where relevant, giving the nature of any member of staff with whom you have been in contact.



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