Complaints Policy and Procedure

Effective/Review Date: November 2025

Approved by: Head of Centre

Next Review Date: November 2026

2WARDS LIMITED is dedicated to impartial, transparent, and timely handling of all complaints.

1. Policy Statement

2WARDS LIMITED is committed to delivering high-quality services and values all feedback. This policy outlines a fair, transparent, and prompt process for managing complaints to drive continuous improvement.

The Academy/Centre also ensures that individuals raising complaints are protected from retaliation, disadvantage, or unfair treatment because of raising a concern in good faith.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction regarding the Academy/Centre's services, procedures, or staff conduct.

3. Scope

This procedure applies to all students, candidates, staff, and external stakeholders who wish to lodge a complaint about any aspect of the Academy/Centre's operations.

4. Informal Resolution

Where feasible, complaints should initially be addressed informally:

1. Raise the issue directly with the relevant staff within two working days of the incident.

2. If unresolved, escalate the matter to the Centre Manager within two working days.

3. The Centre Manager will review the concern and respond within five working days.

5. Formal Complaints Procedure

If informal resolution is unsuccessful or inappropriate, submit a formal complaint as follows:

- Complete a Complaints Form (see Appendix A) providing comprehensive details.
- Submit the form to the Centre Administrator within three working days after informal attempts.
- The Centre Manager will acknowledge receipt in writing within two working days.
- An investigation will be conducted, and a written response is provided within ten working days.
- If required, a meeting may be convened with the complainant to discuss findings and agree on resolution.

All complaints will be handled confidentially, and information will only be shared with individuals involved in investigating or resolving the complaint. Anonymous complaints will be considered where sufficient evidence is provided.

6. Escalation and Appeals

If dissatisfied with the outcome, complainants may escalate their complaint in writing to the Director. The Director's decision will be communicated within ten working days and is final.

Where the complaint relates to assessment decisions, centre procedures, or remains unresolved after internal escalation, learners may escalate the matter to the awarding body or, where applicable, the relevant regulator.
Details of awarding body complaints routes will be provided upon request.

7. Record Keeping

All records related to complaints, including forms, correspondence, and outcomes, will be securely retained for at least 18 months and made available for audit upon request.

8. Confidentiality

Complaints are handled confidentially. Information is shared only with individuals directly involved in the complaint's resolution.

Complainants will not face any form of disadvantage, discrimination, or victimisation for raising a concern in accordance with this policy. This includes protection from academic, professional, or interpersonal repercussions.

9. Monitoring and Review

The Centre Manager will review complaint trends quarterly to identify improvement opportunities. This policy will be reviewed annually or following significant procedural changes.

Appendix A: Complaints Form

The Complaints Form should include:

- Complainant's name and contact details
- Date, time, and location of the incident
- Detailed description of the complaint
- Desired outcome or remedy