

# WEA Complaints Procedure

If you are unhappy with the service provided by the WEA, we promise to take our complaint seriously and treat it confidentially. Passing on personal information about you is protected by the Data Protection Act. However, there are some situations – for example, complaints about assessment grades – where we may need to involve other organisations. If so, we will explain this and ask you if you agree to continue. If you disagree, we may not be able to resolve your complaint fully. The WEA will keep records of complaints for 6 years from the date of the last action relating to the complaint. These will be secured digitally.

## If you want to complain, here's what you can do.

It helps if you speak straight away to the people directly involved, as they may be able to put things right immediately without any need to take matters further. There are, however, times when you do not wish to do this. For example, you may disagree with the way someone has treated you or you may simply feel uncomfortable making a complaint when it involves someone you know personally.

If you would like someone else to consider your complaint, contact your nearest Regional Office or the Student Support Centre (contact details below). State that you want to complain. Give as much information as you can about what has happened, including times, dates, places and names. You will get a first response within 5 working days of receipt of complaint. If further investigation is needed, your complaint will usually be referred to the Safeguarding and Complaints Managers who will involve other people where appropriate. If this is the case, you will be informed who is investigating your complaint. You will receive a response within 20 working days.

Depending upon the complaint, there are further stages that you can go through if you are still not satisfied. For complaints relating to assessment decisions, please refer to the Appeals against Assessment policy. For Discretionary Learner Support appeals, see our separate Appeals procedure for Discretionary Learner Support.

In all other cases, if you remain unsatisfied with the outcome of your complaint, you may appeal to the Chief Executive and General Secretary, by contacting the Student Support Centre (contact details below). They will investigate further and respond to you, usually within 10 working days of receiving your appeal.

Finally, if you remain unsatisfied with the way in which we have handled your complaint, you maintain the right to appeal beyond the WEA – for example, to the Education and Skills Funding Agency or the relevant Mayoral Combined Authority - the bodies that allocate our funding. If your course is SQA accredited, all candidates have the right to complain to SQA about assessment-related matters (but not assessment judgements), once you have exhausted the WEA's complaints procedure.

Date of this Review	Date of next Review	Policy reviewed and updated by:	Policy approved by:
July 2021	July 2022	Safeguarding and Complaints Managers	Director of Quality and Student Services

<p><b>East Midlands Region</b>  <a href="#">Visit your local East Midlands website</a>          Tel: 0115 9628400          Email: <a href="mailto:eastmidlands@wea.org.uk">eastmidlands@wea.org.uk</a></p>	<p><b>Eastern Region</b>  <a href="#">Visit your local Eastern website</a>          Tel: 01223 417320          Email: <a href="mailto:eastern@wea.org.uk">eastern@wea.org.uk</a></p>	<p><b>London Region</b>  <a href="#">Visit your local London website</a>          Tel: 020 7426 3450          Email: <a href="mailto:london@wea.org.uk">london@wea.org.uk</a></p>
<p><b>North East Region</b>  <a href="#">Visit your local North East website</a>          Tel: 0191 212 6100          Email: <a href="mailto:northeast@wea.org.uk">northeast@wea.org.uk</a></p>	<p><b>North West Region</b>  <a href="#">Visit your local North West website</a>          Lancashire, Cumbria, Cheshire          Tel: 07901667915</p> <ul style="list-style-type: none"> <li>■ Liverpool City Region Office  <a href="#">Visit Liverpool</a>          Tel: 07815 841347  <a href="mailto:northwest@wea.org.uk">northwest@wea.org.uk</a></li> <li>■ Greater Manchester Office  <a href="#">Visit Greater Manchester</a>          Manchester Office          Tel: 0161 696 5474</li> </ul>	<p><b>Southern Region</b>  <a href="#">Visit your local Southern website</a></p> <ul style="list-style-type: none"> <li>■ Local enquiries:          Portsmouth: Tel: 02392 291346</li> <li>■ Southampton: Tel: 02380 630483</li> <li>■ Hove: Tel: 01273 945869</li> </ul> Email: <a href="mailto:southern@wea.org.uk">southern@wea.org.uk</a>
<p><b>South West Region</b>  <a href="#">Visit your local South West website</a>          Tel: 01392 457300          Email: <a href="mailto:southwest@wea.org.uk">southwest@wea.org.uk</a></p>	<p><b>West Midlands Region</b>  <a href="#">Visit your local West Midlands website</a></p> Tel: 0300 303 3464 Email: <a href="mailto:westmidlands@wea.org.uk">westmidlands@wea.org.uk</a>	<p><b>Yorkshire and Humber Region</b>  <a href="#">Visit your local Yorkshire and Humber website</a></p> Tel: 0114 2423609 Email: <a href="mailto:yorkshumber@wea.org.uk">yorkshumber@wea.org.uk</a>
<p><b>Scotland</b>  <a href="#">Visit your local Scotland website</a></p> Tel: 0131 226 3456 Email: <a href="mailto:scotland@wea.org.uk">scotland@wea.org.uk</a>	<p><b>Support Services</b></p> Tel: 0300 303 3464 <a href="#">*For information on phone rates please read our terms of use</a> Email: <a href="mailto:supportservices@wea.org.uk">supportservices@wea.org.uk</a>	<p>For all <b>written enquires</b> please use the following address:</p> <p>WEA Support Services Leeds          Suite 10b          Josephs Well          Hanover Walk          Leeds          LS3 1AB</p>