

WEA Complaints Procedure

The WEA aims to ensure that the learning experience and the services provided meet and exceed the expectations of all our learners.

If you are unhappy with the service provided by the WEA, we promise to take your concerns and 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 raise a concern or complaint here's what you can do.

Stage 1

It helps if you speak straight away to the people directly involved (e.g. tutor, course organiser etc.), as they may be able to put things right immediately without any need to take matters further.

How long do individuals have to make a complaint?

Individuals must make their complaint as soon as possible following the event, action, or issue causing dissatisfaction within **one calendar month** for a complaint to be investigated. Complaints made after this time period will be considered at the discretion of the WEA.



Stage 2

If further investigation is required following from the outcome from Stage 1, for example, you may disagree with the outcome 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 please follow the steps below.



Appeals

Depending upon the complaint, there are further stages that you can go through if you are still not satisfied. Complainants who remain dissatisfied with the outcome at formal stage have the right to request an appeal within 10 calendar days of receiving the Stage 2 complaints outcome letter. An appeal will check the process has been followed correctly and examine the evidence and outcome. 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 Director of Quality & Student Services. 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 (Scottish Qualifications Authority) 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.

Who to contact to make a complaint

Student Support Team

T: 0300 303 3464

E. studentsupport@wea.org.uk

OR

To contact a **Regional Office** please visit: www.wea.org.uk/find-your-local-wea

Date of this Review	Date of next Review	Policy reviewed and updated by:	Policy approved by:
September 2023	September 2024	Safeguarding and Complaints Manager	Director of Quality and Student Services

WEA Concern/ Complaints Form

Please complete and email to studentsupport@wea.ac.uk who will acknowledge receipt and explain what action will be taken.

Your name	
Address	
Postcode	
Preferred contact number:	
Email	
Course name (Where relevant)	
Course ID (Where relevant)	
Course Delivery (Where relevant)	<input type="checkbox"/> Online <input type="checkbox"/> Classroom <input type="checkbox"/> Other

Please give details of your concern or complaint, including whether you have spoken to anybody at the WEA about it.

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Please state the date of the incident relating to your concern/ complaint	
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What actions do you feel might resolve the problem at this stage?

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Are you attaching any evidence? If so, please give details.

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Signature:	
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Date:	
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WEA Official use

Date acknowledgement received:	
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By who:	
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Complaint referred to (Course Organiser):	
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Date:	
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