

WEA Complaints Procedure

Raising a Concern or Complaint – WEA Complaints Procedure

The WEA aims to ensure that the learning experience and services we provide 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 concern or complaint seriously
- Treat it confidentially
- Handle any personal information in accordance with the Data Protection Act

In some situations—for example, complaints relating to assessment grades—we may need to involve external organisations. If this is the case, we will explain the situation and ask for your permission to proceed.

If you do not agree, we may not be able to fully resolve your complaint.

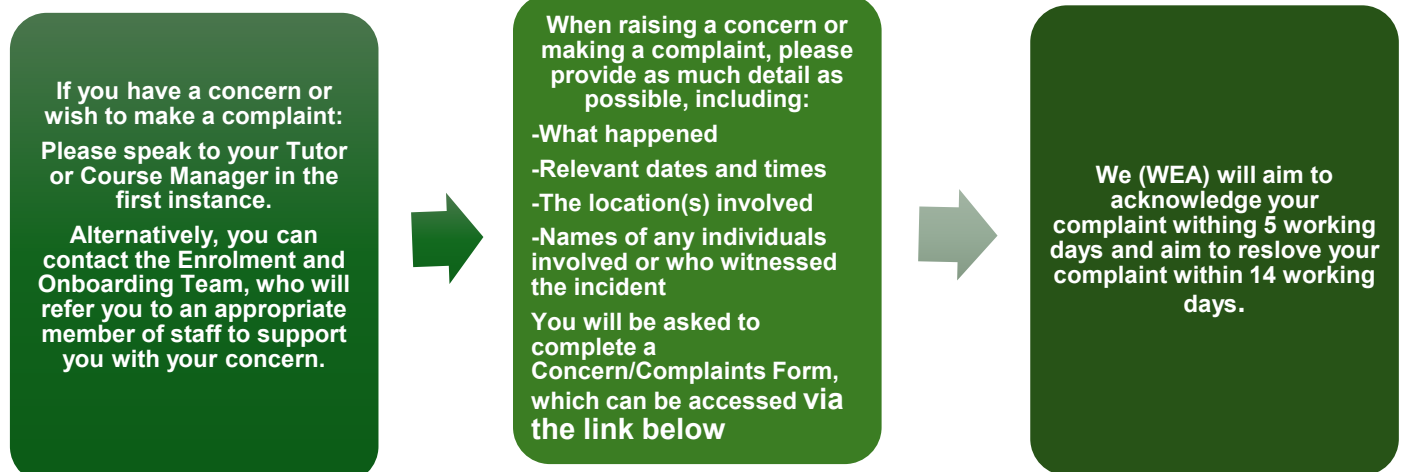
The WEA retains records of all complaints for six years from the date of the final action. These records are stored securely in digital format.

Stage 1: Informal Resolution

Where possible, we encourage you to raise your concern directly with the individuals involved (e.g. Tutor, Course Manager), as they may be able to resolve the issue quickly and informally.

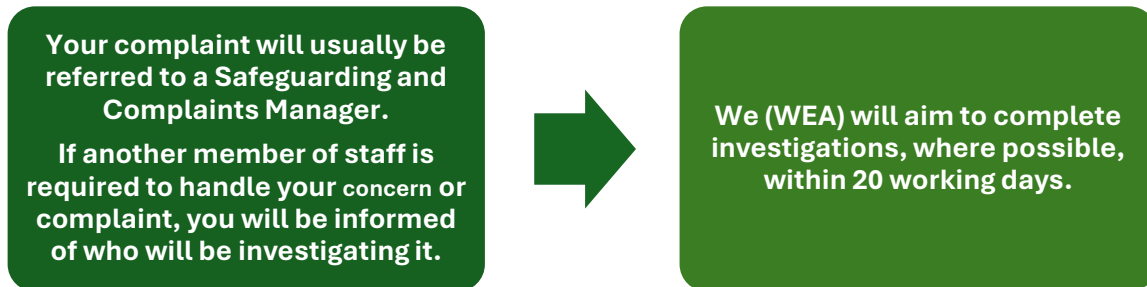
Making a Formal Complaint

If the issue cannot be resolved informally, you can submit a formal complaint. Here's what you need to know. Complaints should be made as soon as possible, and no later than **one calendar month** after the incident or issue occurred. Complaints submitted after this period will be reviewed at the discretion of the WEA.



Stage 2

Further investigation may be 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 are still dissatisfied with the outcome of your complaint, you may appeal to the Director of Quality, Curriculum and Safeguarding they will investigate further and respond to you, usually within 10 working days of receiving your appeal.

Finally, if you are still dissatisfied 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.

Reporting a Concern or Complaint

To report a concern or complaint please download a copy the [WEA Concern/ Complaints form](#) and email this to learnersupport@wea.ac.uk

If you would like to speak to a member of WEA, please contact:

Learner Enrolment and Onboarding Team

T: 0300 303 3464

E. learnersupport@wea.ac.uk

Date of this Review	Date of next Review	Policy reviewed and updated by:	Policy approved by:
July 2025	July 2026	Safeguarding and Complaints Manager	Director of Quality, Curriculum and Safeguarding