

## 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 Student Services and Safeguarding Manager 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. 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.

Last reviewed and updated	Next review and update
October 2019	October 2020

## **WEA Regional Offices**

East Midlands Regional Office **Regional Education Manager**,  
39 Mapperley Road, Nottingham NG3 5AQ. Telephone: 0115 962 8400  
Email: [eastmidlands@wea.org.uk](mailto:eastmidlands@wea.org.uk)

Eastern Regional Office **Regional Education Manager**, 2<sup>nd</sup> Floor, 27/28  
Bridge St, Cambridge. CB2 1UJ. Telephone: 01223 417320  
Email: [eastern@wea.org.uk](mailto:eastern@wea.org.uk)

London Regional Office **Regional Education Manager**, 4 Luke St, London.  
EC2A 4XW.  
Telephone: 020 7426 1976  
Email: [london@wea.org.uk](mailto:london@wea.org.uk)

North East Regional Office **Regional Education Manager**, Joseph Cowen  
House, 21 Portland Terrace, Jesmond, Newcastle upon Tyne NE2 1QQ.  
Telephone: 0191 212 6100  
Email: [northern@wea.org.uk](mailto:northern@wea.org.uk)

North West Regional Office **Regional Education Manager**, Suite 405 The  
Cotton Exchange Building, Old Hall Street, Liverpool L3 9JR. Telephone:  
0151 243 5340  
Email: [northwest@wea.org.uk](mailto:northwest@wea.org.uk)

Southern Region **Regional Education Manager**, 4 Luke St, London. EC2A  
4XW. Telephone: Local enquiries: Portsmouth 02392 291346;  
Southampton 02380 630483; Hove 01273 945869  
Email (all enquiries): [southern@wea.org.uk](mailto:southern@wea.org.uk)

South West Regional Office **Regional Education Manager**, Lower Ground  
Floor, 4 Barnfield Crescent, Exeter. EX1 1QT. Telephone: 01392 457300  
Email: [southwest@wea.org.uk](mailto:southwest@wea.org.uk)

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West Midlands Regional Office **Regional Education Manager**, 4th Floor  
Lancaster House, 67 Newhall Street, Birmingham B3 1NQ. Telephone: 0121  
237 8120

Email: [westmidlands@wea.org.uk](mailto:westmidlands@wea.org.uk)

Yorkshire and Humber Regional Office **Regional Education Manager**,  
Sheffield Learning Centre, 3 Vicarage Road, Attercliffe, Sheffield. S9 3RH.  
Telephone: 0114 2423609

Email: [yorkshumber@wea.org.uk](mailto:yorkshumber@wea.org.uk)

WEA Scotland, 525 Ferry Road, Edinburgh, EH5 2SS. Telephone: 0131 226  
3456

Email: [Scotland@wea.org.uk](mailto:Scotland@wea.org.uk)

Student Support Services: Telephone: 0300 303 3464

Email: [supportservices@wea.org.uk](mailto:supportservices@wea.org.uk)