

Complaints Procedure

About this Procedure

WAMITAB complies with the requirements of the educational regulators to have a complaints procedure that all centres and learners can access. The following procedure relates to complaints made about the services that WAMITAB provides directly to those persons contacting the awarding organisation for information, and the services provided by WAMITAB's Approved Centres.

These services generally involve providing relevant information and answering queries, but can also include a number of specialist services. This procedure provides information on the following areas:

- How to make a complaint?
- What happens next?

How to make a complaint?

1. A complaint can be made in writing, by email, via Omnia (for centres), by telephone or in person (by appointment please). If you are writing or emailing your complaint, please provide your telephone number if a response by telephone would be convenient. If you are emailing, please state if a reply by email is required and, if not, please provide a full postal address.
2. If your complaint is related to your experience as a WAMITAB learner or employer at a WAMITAB Approved Centre, then you must ensure that you have first fully exhausted the complaints procedures in place at the Centre. If this has been done, please ensure your complaint to WAMITAB makes this clear.
3. In the first instance the complaint should be addressed to the Office Manager at the following address:

**WAMITAB
Peterbridge House
3 The Lakes
Northampton
NN4 7HE**

Alternatively, you can:

- Email WAMITAB on info.admin@wamitab.org.uk
- Call on 01604 231950

What happens next?

- We will reply within **5 working days** from when we receive your complaint. If it is not possible to give you a full reply within this time - for instance, because a detailed investigation is required - we will give you an interim response, telling you what is being done to deal with your complaint, when you can expect the full reply and from whom.

- That full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly. This will normally be the Qualifications Manager or Commercial Director.
- If, following that second response, you are still not satisfied, you can ask for your complaint to be referred to the Chief Executive Officer.
- If the complaint is upheld and the circumstances are applicable or pose potential problems to all learners undertaking a particular WAMITAB qualification, WAMITAB will undertake to ensure that any failures in qualification structure or assessment are addressed. Learners who may have been disadvantaged will be identified and any negative effects will be corrected or mitigated as far as possible.
- Complaints will be filed in the "complaints log" stored in the awarding organisation filing system.
- In the event of a complainant being dissatisfied with the response from WAMITAB, the complainant may escalate the issue to the appropriate Regulator.

WAMITAB Commitment

WAMITAB is committed to providing a quality service and achieving the highest standard of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers. Therefore we aim to ensure that:

- Making a complaint is as easy as possible;
- We treat any clear expression of dissatisfaction with our service as a complaint that requires a response;
- We treat each complaint seriously whether it is made in person, by telephone, by letter, or by email;
- We deal with each complaint promptly, politely and, where appropriate, informally (for example, by telephone);
- We respond in the right way - for example, with an explanation, an apology where we have got things wrong or by providing information on any action taken.