

Review arrangements

IWFM will review the policy annually and revise it as and when necessary in response to customer and learner feedback, changes in operational practice, actions from the Regulatory Authorities or external agencies or changes in legislation.

‘Regulatory Authorities’ refer to, either individually or jointly; IWFM Awarding Organisation, Ofqual, SQA Accreditation, Qualifications Wales and CCEA Regulation in Northern Ireland.

Approach

The aim is to deliver a high quality service and IWFM would be extremely disappointed if this was not the case. Should the level of service fall below anticipated expectations please raise any concerns with IWFM immediately and they will be addressed.

How should I complain?

Any complaint should be submitted in writing within one month of the event which is the subject of the complaint, and addressed to IWFM at the contact details outlined at the end of policy.

If I complain what details do I have to give?

When contacting IWFM please provide: your full name, contact details including a daytime telephone number together with:

- a full description of the complaint (including the subject matter and dates and times if known);
- the names of the people you have dealt with so far;
- copies of any papers or communications relating to the complaint.

Complaints brought to our attention by the Regulatory Authorities

Where the Regulatory Authorities notifies IWFM of a complaint concerning the IWFM arrangements/qualifications that it has received, or a failure that has been discovered in the assessment process at another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures detailed below to ascertain if the same failure could affect the IWFM arrangements.

Confidentiality and Whistleblowing

Sometimes a complainant will wish to remain anonymous. Although it is always preferable to reveal your identity and contact details, if you are concerned about possible adverse consequences, you should request IWFM not to divulge your identity. If it helps to reassure you on this point, IWFM can confirm that it is not obliged to disclose information if to do so would be a breach of confidentiality and/or any other legal duty.

Complaints Policy

While IWFM is prepared to investigate issues which are reported anonymously, IWFM will always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the complaint/allegation relates. At all times IWFM will investigate such complaints from whistleblowers in accordance with the IWFM Whistleblowing Policy.

What will happen to the complaint?

IWFM will acknowledge receipt of a complaint within two working days.

IWFM aims to investigate the complaint within ten working days. If the complaint is more complex, or it involves individuals who are not available at the time, IWFM will inform the complainant of the reasons for extending this. IWFM may contact the complainant within this period to seek further information or clarification (in some instances a meeting may be recommended). At the end of the investigation IWFM will write to inform the complainant of its decision.

What happens if the complaint is upheld?

If any part of the complaint is upheld IWFM will apologise and give due consideration as to how its services can be improved. For example, reviewing procedures to assess the impact on qualification development, delivery or awarding arrangements and assessment process or arranging for staff training. In extreme circumstances, the IWFM internal employment practices may be exercised.

In situations where a complaint has been successful, or where an investigation indicates a failure in the IWFM processes we will, as appropriate, take actions for example:

- identify any other learner who may have been affected by that failure,
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- review and amend arrangements, where appropriate, to reduce the likelihood that the failure will reoccur in the future.

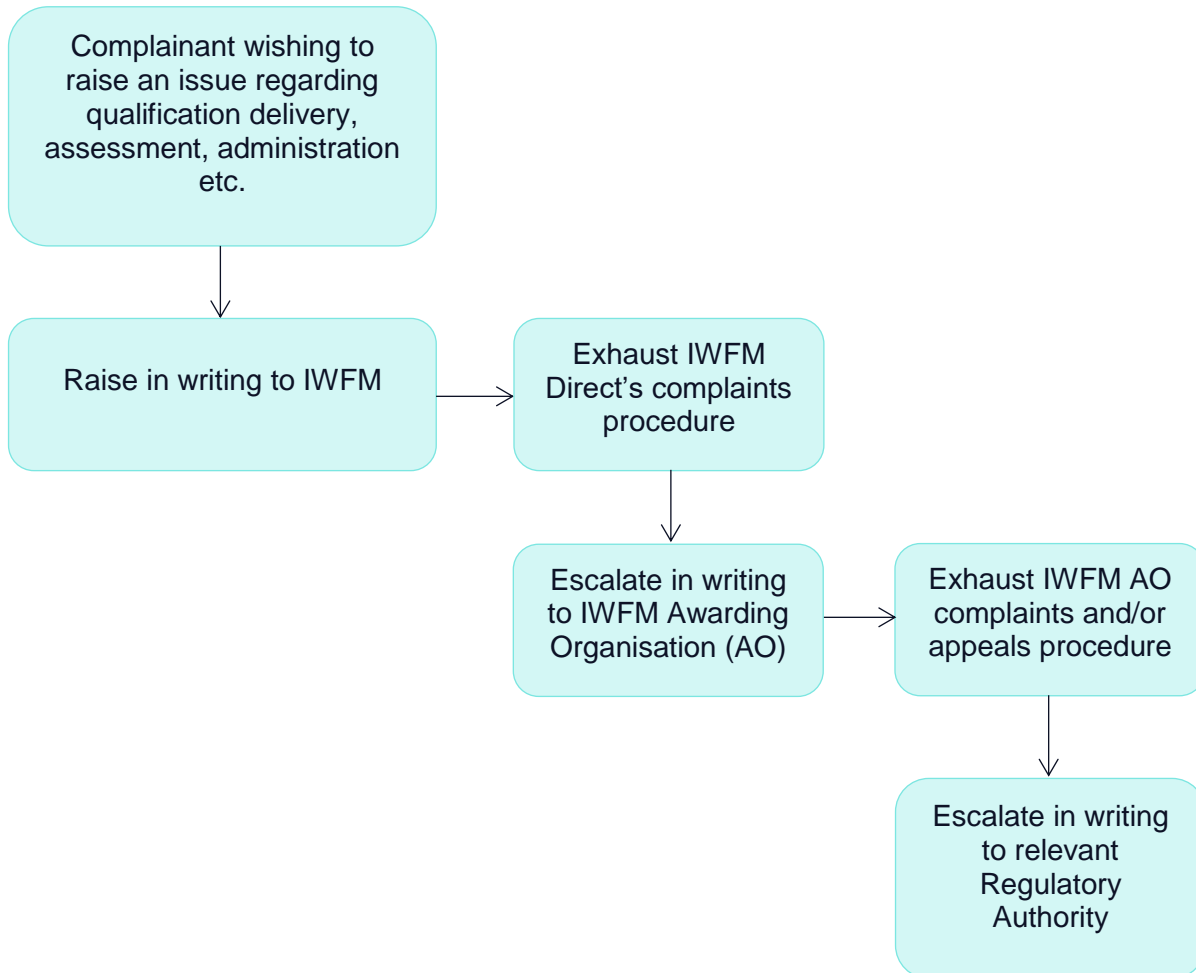
What if I am not happy with the reply?

If you disagree with the outcome please contact the IWFM Head of Professional Development.

If you are still unhappy with the decision taken by IWFM in reviewing the complaint you can, where relevant, appeal this decision/solution through the appeal arrangements which are outlined in the IWFM Appeals Policy. If after exhausting the Appeals arrangements you are still unsatisfied with the outcomes, you can complain directly to the relevant Regulatory Authorities.

Complaints Policy

Complaints process flow chart



Complaints Policy

How will IWFM use the data

For information on how IWFM uses data and the learner's rights in relation to this, please see our privacy policy <https://www.IWFM.org.uk/privacy>

Contact us

Any queries about the contents of this document please contact:

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