



Learner Summary

Complaints Policy

Our Commitment to You

We aim to provide high-quality training and support. If something goes wrong, we want to know so we can put it right and improve our services.

We treat all complaints:

- Fairly.
- Consistently.
- Confidentially.
- Without disadvantage to you.

Your complaint helps us improve services across all Skills Academy Wales Training Providers.

Who Handles Your Complaint?

Skills Academy Wales (SAW) is a partnership of 13 Training Providers.

- Your Training Provider will usually deal with your complaint first.
- The SAW central team (NPTC Group of Colleges) oversees all complaints.
- More serious or complex complaints may be handled centrally by SAW.

This ensures fairness, consistency, and quality across all providers.

Who Can Use This Complaints Procedure?

This complaints procedure can be used by:

- Current learners.
- Former learners.
- Individuals acting on behalf of a learner (with appropriate consent where required).

What You Can Complain About

You can complain about:

- Poor quality service or support.
- Behaviour of staff or other learners.
- Facilities, resources, or accessibility.
- Incorrect or unclear information or delays.
- Failure to follow procedures.

- Access to services.

If your complaint relates to course design, you may be referred to the relevant awarding body.

What Is Not a Complaint

Some issues are dealt with through other processes, including:

- Academic assessment decisions (use appeals process).
- Learner discipline or misconduct.
- Staff disciplinary matters.
- Academic appeals or assessment decisions.
- Requests for services or information.
- Matters already dealt with or resolved.

We will always guide you to the correct process if needed.

How to Make a Complaint

- Speak to your Assessor or another member of staff first (quickest way).
- Or complain in person, by phone, email or in writing to jgilbert@pengwin.org.
- You can complain in English or Welsh.
- You can ask someone to support you.

We encourage you to raise concerns as soon as possible so they can be resolved quickly.

Time Limits

Normally, you should make your complaint:

- Within 6 months of the issue, or
- Within 6 months of becoming aware of it
- In exceptional cases, we may still consider older complaints.

Our Complaints Process

Stage 1 – Quick Resolution

We will try to resolve your complaint quickly, usually within **10 working days**.

This may involve:

- Speaking to you directly.
- Providing an explanation or apology.
- Taking immediate action to resolve the issue.

If your complaint cannot be resolved, it will move to Stage 2.

Stage 2 – Investigation

This stage is for:

- Unresolved Stage 1 complaints.
- More serious or complex concerns.

Some complaints go **directly to Stage 2**, including:

- Serious staff misconduct.
- Significant risks to learners or services.

- Health, wellbeing or safeguarding concerns.
- High profile or complex issues.

At Stage 2:

- We will acknowledge your complaint within **5 working days**.
- A trained investigator will handle your case.
- You will have the opportunity to explain your concerns fully.
- We will keep you updated throughout.
- You will receive a full written response within **15 working days** (or updated if more time is needed).

Serious complaints may be overseen centrally by Skills Academy Wales.

Stage 3 – Appeal

If you are not satisfied with the outcome, you can appeal.

Appeals must:

- Be submitted within **5 working days** to sawadministration@nptcgroup.ac.uk
- Include new evidence, or
- Explain why the investigation was not fair or thorough.

At this stage:

- Your case will be reviewed independently.
- Anyone involved earlier will **not** take part.
- An independent reviewer may be appointed where appropriate.

You will receive a final decision in writing within **15 working days**. This decision is final.

Safeguarding and Serious Concerns

Some issues are dealt with immediately outside the standard complaints process:

- Safeguarding concerns (risk of harm) are referred straight to a Safeguarding Lead.
Contact: rhawkins@pengwin.org
- Whistleblowing concerns are escalated directly: sawadministration@nptcgroup.ac.uk
- These are prioritised to ensure safety and protection.

Behaviour Expectations

We understand complaints can be stressful. However:

- We will not tolerate abusive, threatening, or aggressive behaviour.
- Persistent or unreasonable complaints may be managed under separate procedures.

We will always treat you with respect and expect the same in return.

If You Are Still Unhappy

After this process, you can contact:

- You can contact the Commission for Tertiary Education and Research (Medr) at: 2 Capital Quarter, Tyndall Street, Cardiff, CF10 4BZ. www.medr.cymru/en/complaints; or the
- Public Services Ombudsman for Wales (www.ombudsman.wales).
- (From Sept 2027) You can also contact the Office of the Independent Adjudicator: Second Floor Abbey Gate 57-75 Kings Road Reading RG1 3AB. Telephone: 0118

You will normally need to complete our process before contacting these bodies.

Using Your Complaint to Improve Services

We use complaints to improve what we do.

- We monitor trends and recurring issues.
- We review performance across all Training Providers.
- We publish learner focused feedback such as “You Shared, We Improved”.

Your feedback makes a difference.

Your data and Confidentiality

- Your information will be handled securely and confidentially.
- It may be shared where necessary to investigate your complaint.
- Complaint records are normally kept for 7 years.
- Data may be used (anonymously) to improve services.

Need Help Making a Complaint?

We can support you if you:

- Need help expressing your complaint.
- Want someone to represent you.
- Require information in another format or language.

Please let us know - we are here to help.

Summary

- Most complaints are resolved quickly at Stage 1.
- More serious issues are formally investigated.
- Appeals are independent and fair.
- You can escalate externally if needed.
- Your feedback helps improve services across SAW.

Training Provider Contact Details:

Manager Director: Andrew Cayford andrew@pengwin.org

Office Telephone Number: 01685 882516

Complaints Policy Document:

A copy of the full policy can be found on the Skills Academy Wales website:

www.skillsacademy@nptcgroup.ac.uk or alternatively email:
sawadministration@nptcgroup.ac.uk