



## **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.

### **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 (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 the Regional Education Manager or the Feedback 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 assessment decisions, this will be the Awarding Body who awards your qualification. For Discretionary Learner Support appeals, see our separate Appeals procedure for Discretionary Learner Support application. In all other cases, you may appeal to the Chief Executive and General Secretary, Ruth Spellman. Write to her at WEA, 4 Luke Street, London EC2A 4XW. She will investigate further and respond to you, usually within 10 working days of receiving your appeal.

Finally, if you are not satisfied with the way we have handled your complaint, you can usually appeal beyond the WEA – for example, to the Skills Funding Agency, the government body which allocates much of our funding. Let us know you are unhappy with our decision so that we can advise you about how to proceed.

The Workers' Educational Association (WEA) is a charity registered in England and Wales (number 1112775) and in Scotland (number SC039239) and a company limited by guarantee registered in England and Wales (number 2806910)

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## **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**, Cintra House, 12 Hills  
Road, Cambridge CB2 1JP. Telephone: 01223 417320

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

London Regional Office **Regional Education Manager**, Unit 57 Riverside, 2 Sir  
Thomas Longley Road, Rochester ME2 4DP. Telephone: 01634 298 600

Email: [london&southernrsc@wea.org.uk](mailto:london&southernrsc@wea.org.uk)

Southern Region **Regional Education Manager**, Unit 57, Riverside 2 Sir Thomas  
Longley Road Rochester ME2 4DP Telephone: 01634 298 600

Email: [london&southernrsc@wea.org.uk](mailto:london&southernrsc@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)

South West Regional Office **Regional Education Manager**, Bradninch Court,  
Castle

Street, Exeter EX4 3PL. Telephone: 01392 457300

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

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**, Suite 10b  
Joseph's Well, Hanover Walk, Leeds LS3 1AB. Telephone: 0113 245 3304

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