



**Learning**forLife

## WEA Complaints Procedure

If you are unhappy with the service provided by the WEA - whether it is the learning experience, assessment, the support you are receiving or about staff or the organisation itself - we promise to take your complaint seriously and confidentially. We also aim to resolve your complaint as speedily as possible.

If you have a complaint about any decision that we have made that affects you - for example, if you feel that you have received the wrong grade for an assessment, or you disagree with a decision in relation to awarding you Learner Support Funds, you should use the Appeals Procedures.

For all other issues and grievances, use this Complaints Procedure.

We are always pleased to receive compliments and complaints because they help us improve the service we provide, both for you and other learners. We're also interested in your ideas for improving our service. We use the information you give only to improve things. Passing on personal information about you is protected by the Data Protection Act.

If you want to complain, here's what you can do.

It helps if you complain straight away to the people involved, as they may be able to put things right immediately. You should make your complaint within 3 months of the event or problem occurring.

At any stage, you can register a formal complaint by telephone, letter, fax, email, etc. Give as much information as you can, including times, dates, places and names. Contact your nearest Centre, or write to your Regional Director. You can find the contact details by visiting [www.wea.org.uk/Contact/index.htm](http://www.wea.org.uk/Contact/index.htm) or overleaf.

You will get a first response within one week of receipt of your complaint, and a fuller response within four weeks.

If you still aren't satisfied, you can make an appeal in, in writing if possible, to the General Secretary, at WEA, 3<sup>rd</sup> Floor, 70 Clifton Street, London, EC2A 4HB. He will investigate further and respond to you, usually within 5 working days of receiving your appeal.

There is a final stage that you can go through if you are still not satisfied after appealing to the General Secretary. You can appeal to your Local Learning and Skills Council. Ring the Helpline on 0870 900 6800 for your regional contact. However, the LSC won't handle your complaint unless you have tried all the other routes first, and still aren't satisfied.

## WEA Regional Offices

East Midlands Regional Office  
39 Mapperley Road  
Nottingham  
NG3 5AQ

Telephone: 0115 962 8400  
Email: [eastmidlands@wea.org.uk](mailto:eastmidlands@wea.org.uk)

Eastern Regional Office  
Cintra House  
12 Hills Road  
Cambridge  
CB2 1JP

Telephone: 01223 350 978  
Email: [eastern@wea.org.uk](mailto:eastern@wea.org.uk)

London & Southern Regions Support  
Centre  
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  
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  
Suite 405  
The Cotton Exchange Building  
Old Hall Street (Bixteth Street Entrance)  
Liverpool  
L3 9JR

Telephone: 0151 243 5340  
Email: [northwest@wea.org.uk](mailto:northwest@wea.org.uk)

South West Regional Office  
Bradinch Court  
Castle Street  
Exeter  
EX4 3PL

Telephone: 01392 490 970  
Email: [sw-regionaloffice@wea.org.uk](mailto:sw-regionaloffice@wea.org.uk)

West Midlands Regional Office  
78-80 Sherlock Street  
Birmingham  
B5 6LT

Telephone: 0121 666 6101  
Email: [westmidlands@wea.org.uk](mailto:westmidlands@wea.org.uk)

Yorkshire and Humber Regional Office  
6 Woodhouse Square  
Leeds  
LS3 1AD

Telephone: 0113 245 3304  
Email: [yorkshumber@wea.org.uk](mailto:yorkshumber@wea.org.uk)

WEA/Complaints Procedure/RG/Sept 07

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