

Learner Complaint/Appeal Policy

Introduction

This document sets out **WHARTON SUSTAINABLE SOLUTIONS** complaints policy and is aimed at customers, learners and all interested parties who encounter a direct or indirect service from **WHARTON SUSTAINABLE SOLUTIONS**. It covers complaints which learners, members of the public or customers may wish to make in relation to the qualifications and associated services offered by **WHARTON SUSTAINABLE SOLUTIONS**.

If you are unhappy about the way an assessment was managed and you suspect malpractice may have occurred you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

Review Arrangements

We will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, learner or regulatory feedback.

How Should I Complain?

We encourage you to raise any concerns as early as possible so that they can be resolved quickly and fairly.

Our complaint process is as follows:

Stage 1 – Speak to your Course Counsellor

In the first instance, you should discuss your concern with your Course Counsellor. Many issues can be resolved quickly through discussion.

Stage 2 – Submit a Formal Complaint

If your concern is not resolved, you may submit a formal complaint by emailing complaints@whartonehs.com.

Please include:

- Your full name
- Your contact details
- A clear description of your complaint
- Any relevant documents or evidence

We will acknowledge receipt of your complaint within 5 working days.

Stage 3 – Escalate Your Complaint

If you are not satisfied with the outcome of Stage 2, you may escalate your complaint to the CEO/Managing Director by emailing director@whartonehs.com.

The complaint will be reviewed and you will receive a written response.

Stage 4 – External Awarding or Professional Body

If your complaint remains unresolved after completing all stages of our internal complaints process, yo



IOSH qualifications

<https://iosh.com/contact/feedback-safeguarding-and-complaints>

ISEP qualifications

<https://www.isepglobal.org/membership/isep-code-of-professional-conduct/make-a-complaint/>

What Details Do I Give?

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known)
- The names of any of the people you have dealt with so far
- Any copies you may have of papers or letters/emails to do with the complaint

What Will Happen?

We strive to investigate and redress complaints within a 30-day timeframe. In some cases, if your complaint is more complicated or needs further investigation, this could be extended for up to 60 days. Should this occur, we will update you on the status.

We will send you a letter with the result of your complaint at the end of our investigation.

Everything about any complaint will be fair, confidential and delivered in good faith. No learner or customer, stakeholder will be penalised who raises a legitimate concern in good faith.

Contact Us

If you've any queries about the contents of the policy, please contact us on **+91-9903387117** or via email at **contact@whartonehs.com**.

Signed by **CEO/MD**

Shadab Ahmed Ghazaly