

## **Complaints Process and Handling**

Wyvern Business Systems Limited has a Complaints Procedure. This Procedure is available in alternative formats, as required and outlines the timescales for response.

All complaints will be handled in a professional, non-confrontational manner and in accordance with their procedures.

For DSA Students, depending on the nature of the complaint, in the event of an impasse being reached between the Company and the Complainant, the matter may be referred back to the Disability Officer or Assessor / Assessment Centre. If this fails to resolve the problem then, and only then, will the matter be referred to the funding body, who in consultation with other stakeholders, will make the final decision.

All official complaints will be logged and the date of the complaint recorded along with closure of a solution.

## **Complaints Procedure**

In the first instance complaints must be made to the relevant department that is concerned. The Manager / Supervisor responsible for that department will then deal with the complaint and endeavour to resolve the issue.

If the relevant Departmental Supervisor is unable to resolve the matter in a manner that is deemed satisfactory, it will then be escalated to the Operations Manager. The Operations Manager will then make contact with the Complainant. No written response will be sent at this informal stage, unless one is specifically requested.

On receipt of a complaint the Company will request from the Complainant their contact details and any other relevant information in respect of their complaint.

This will be in the form of a Name and ID reference number. If a phone call back is required then this will be done so in the first instance.

The Departmental Manager will provide the Complainant with their name and contact details. The Manager dealing with the complaint will then acquire as much information as is possible with regards to the case and will document this information within the Complaints Log.

Once all the facts have been established the relevant Manager will then inform the Complainant of the outcome within 10 working days of the complaint being received.



This will then be discussed so that the resolution reached is satisfactory to all parties.

If the Complainant is unhappy with the proposed resolution, then the case will be referred to the Operations Manager. The Operations Manager will then strive to reach a satisfactory resolution.

For DSA Students, if at any point the Complainant is unhappy with the suggested outcome, then the Operations Manager will direct the Complainant to approach the Assessment Centre. In the event that this does not rectify the situation, then as a final resolution the funding body will be contacted and a request for them to arbitrate will be made.

You can report your complaint to us in the following ways:

**Phone:** 01432 271233

**Post:** Wyvern Business Systems Limited, Wyvern House, Netherwood Road, Rotherwas Industrial Estate, Hereford, HR2 6JJ.

For **Access to Work**

**Email:** [atw@wbs.uk.com](mailto:atw@wbs.uk.com)

For **Commercial Customers**

**Email:** [enquiries@wbs.uk.com](mailto:enquiries@wbs.uk.com)

For **DSA**

**Email:** [dsa@wbs.uk.com](mailto:dsa@wbs.uk.com)