Student Complaints Procedure Policy (Wilder Training)

September 2026

This policy provides the framework within which students who have experienced dissatisfaction with Suffolk Wildlife Trust can raise their concerns

Overview

Suffolk Wildlife Trust will respond to any dissatisfaction expressed fairly and promptly:

- An initial response will be provided within 10 working days
- A further, more detailed response will be made if appropriate
- You may be offered a meeting with the parties involved if appropriate

Students dissatisfied and wishing to complain should feel able to approach relevant staff to address their concern promptly and directly. Every attempt should be made to resolve complaints informally through a dialogue with those immediately concerned.

All staff have a responsibility for receiving complaints, treating them seriously and dealing with them promptly and courteously in accordance with the procedure below.

Procedure

Stage One

Any concern should be raised in the first instance with the person concerned as soon as possible and not later than within six weeks of the incident. The member of staff dealing with the complaint should make every reasonable effort to resolve the complaint at this time.

Stage Two

If the member of staff cannot resolve the issue they should refer it to their line manager. If appropriate a meeting will be offered between the complainant and other parties involved to arrive at an agreed resolution. The member of staff dealing with the complaint will investigate and decide to:

- Dismiss the complaint as unfounded, giving reasons.
- Propose an amicable settlement.
- Uphold or partially uphold the complaint, offer an apology, take appropriate steps to address the issue and to avoid a similar problem arising in future.

Appeals

If a complainant is dissatisfied with the response to their complaint they may institute the appropriate awarding bodies appeals processes. (see Appeals Policy)

Record-Keeping and Reporting

Suffolk Wildlife Trust will maintain a confidential record of complaints dealt with to inform both the organisation's and AIM Qualification's quality processes.

Complainants will be advised that while confidentiality will be respected as far as possible it is not normally possible to resolve complaints without disclosing details of a complaint to relevant staff in order to allow the organisations a fair opportunity to resolve the issue.

This Complaints Policy and Procedure will be made available to all students prior to booking and during booking confirmation welcome emails.

Version history

VERSION	DATE	SUMMARY OF CHANGE	Person Responsible
1.0	January 2024	Original document	Beveryly Rogers – Accredited Training Manager
2.0	29 January 2025	Reviewed.	Catharine Harrison – Centre Manager
3.0	September 2026	Reviewed. Updated staff titles. . Added logo.	Emma Keeble, Centre Manager/ Wilder Training Manager