



**EWA Tracker**

## **Complaints Policy**

**Centre:** EWA Tracker Ltd

**Status:** Regulated & EAL Approved

**Version:** 1.1

**Date Reviewed:** February 2026

**Next Review Due:** February 2027

### **1. Purpose**

This policy sets out how EWA Tracker Ltd manages complaints in a fair, transparent and timely manner, ensuring continuous improvement and compliance with awarding organisation and regulatory requirements.

### **2. Scope**

This policy applies to all learners, staff, subcontractors and stakeholders involved with EWA Tracker Ltd.

### **3. Communication, Training and CPD**

All staff receive training on this policy during induction and through ongoing CPD. Learners are informed during induction.

### **4. Relationship to Appeals Procedure**

This complaints process operates alongside the Learner Appeals Procedure. Where a complaint relates to assessment decisions, the appeals procedure will apply.

### **5. Protected Disclosures and Confidentiality**

All complaints are treated confidentially. Whistleblowing disclosures are managed in line with the Whistleblowing Policy and relevant legislation.

### **6. Complaints Procedure**

1. Complaints must be submitted in writing.
2. Acknowledgement will be issued within 3 working days.
3. An impartial investigation will be undertaken by the Centre Manager or nominee.
4. A written outcome will be provided within 10 working days.
5. Where required, timescales will be communicated.

### **7. Escalation**

If the complainant remains dissatisfied, the matter may be escalated to the awarding organisation (EAL).

### **8. Monitoring and Review**

Complaints are logged, reviewed and used to inform quality improvement activities.