

External Complaints Policy

Wylde Connections Limited

Effective date: 1 January 2026

Review date: December 2026

Policy owner: Operations Director (Charlotte Taylor)

1. Purpose

Wylde Connections Limited is committed to delivering high-quality consultancy, training and communications services. We recognise that concerns or complaints may arise from time to time and are committed to handling these fairly, transparently and promptly.

This policy sets out how external complaints will be managed and provides a clear route for clients, partners, learners and members of the public to raise concerns.

2. Scope

This policy applies to complaints raised by external parties, including:

- Clients and customers
- Learners (where the matter is not covered by the Learner Appeals Process)
- Partners and suppliers
- Members of the public

This policy does not apply to:

- Employee grievances
- Whistleblowing disclosures
- Formal learner assessment appeals

3. Principles

Wylde Connections will ensure that:

- Complaints are treated seriously and respectfully
- Complaints are handled impartially and without prejudice
- Individuals are not disadvantaged for raising a genuine complaint
- Outcomes and actions are clearly communicated

4. What constitutes a complaint

A complaint is an expression of dissatisfaction relating to Wylde Connections' services, conduct or operations where a response or resolution is expected.

5. How to raise a complaint

Complaints should be submitted in writing and include:

- The nature of the complaint
- Relevant dates and details
- The outcome sought

Complaints should be sent to the Operations Director.

6. Handling complaints

Upon receipt of a complaint, Wylde Connections will:

- Acknowledge the complaint within a reasonable timeframe
- Review the information provided
- Investigate the matter proportionately

Where appropriate, the complaint may be handled informally to seek early resolution.

7. Response and outcome

A written response will normally be provided once the review or investigation is complete.

Where possible, Wylde Connections aims to resolve complaints within **20 working days**. If this is not possible, the complainant will be kept informed of progress.

8. Escalation

If a complainant is dissatisfied with the response, they may request escalation. The complaint will be reviewed by a Director or senior manager not previously involved, where practicable.

9. Record keeping

Records of complaints and outcomes will be retained securely and in line with data protection requirements.

10. Review and governance

This policy will be reviewed annually to ensure continued effectiveness and fairness.

A handwritten signature in black ink, appearing to be "J. Smith", written over a light grey rectangular background.

Approved by: Operations Director

Date: 29th December 2025