



# Womb & Fertility Massage Therapy™ Course Complaints Policy

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## **Who can complain?**

I hope very much that it will not be necessary for any students to make complaints during their Womb & Fertility Massage Therapy™ training course (hereafter known as WFMT), but sometimes things do go wrong and I therefore have a formal Course Student Complaints Procedure to deal with the situation efficiently and fairly. It is the right of every student to make a formal complaint. If a student has a particular problem with something (or someone) during their course, they should follow the steps set out in this complaints policy.

Complaints can normally only be accepted from a student, not from any third party. Exceptions will only ever be considered where a student is unable to act themselves due to particular and extreme circumstances (e.g. complete incapacity). The third party will be required to provide evidence of the student's inability to act on their own behalf. If a student submits a request to FMT for a third party to act on their behalf, they will be deemed to be able to act themselves and any such request will therefore be rejected.

Complaints from former students will not normally be accepted.

Anonymous complaints will not normally be investigated.

## **What can I expect of Womb & Fertility Massage Therapy™?**

We will provide a safe, supportive and inclusive environment for you to study in with high standards of teaching and guidance. We will ensure that assisting professionals treat students and colleagues equitably, professionally and respectfully.

WFMT are approved and accredited with several governing bodies. In the instance of a complaint, WFMT will contact either Think Tree Hub Ltd and/or FHT for guidance to ensure that the complaints procedure is in line with their policies. Guidance and advice will be sought initially from these governing bodies.



### **What are my responsibilities as a student?**

You have a responsibility to abide by all relevant regulations and policies of WFMT, including the Womb & Fertility Massage Therapy Code of Ethics. While you are on the WFMT course, you must respect other people's rights to work in a safe and secure environment, free from anxiety, fear, intimidation and harassment. You should treat staff, visitors and your fellow students equitably, professionally and respectfully.

It is every student's individual responsibility to familiarise themselves with all policies and regulations that pertain to their course. If a student needs help in accessing any of these materials, or in understanding them, they should seek advice from Clare Spink (WFMT Director). Through the process of registration, a student becomes contractually obliged to follow all relevant regulations and procedures and is unable to claim ignorance of them in mitigation.

### **Competency Policy**

Upon registration, each participant will tick a "Read & Agree" box regarding the Competency Policy, as per below:

#### **COMPETENCY POLICY**

On the final day of the course there will be a final assessment to ensure that you are competent in delivering the massage techniques. You are not required to remember a routine; our assessment is to ensure that you can demonstrate adequate skills in performing the techniques and connecting with your client. During the whole course your tutor will be able to assess your ability and will provide additional assistance where needed.

If we feel that we are unable to pass you as competent, you will be given guidance and advice from your tutor and requested to either attend paid mentor sessions or re-take the course at 50% of the course fee.

Please note that this occurrence is rare.



To ensure the high standard of treatments of WFMT are maintained, we will not issue certificates to participants who do not meet this standard. We will endeavour to find a solution to support participants to reach a good standard to ensure the reputation of WFMT is not compromised.

**Options to Support Participants include:**

1. Receive a one-to-one treatment with either your Tutor or a suitable Practitioner
2. Attend a Paid Mentoring Session with your Tutor
3. Attend another WFMT course for 50% of the Course Fee

**When to make a complaint**

If a student does have an individual complaint, in the first instance, they should always try to resolve it through informal discussion with the staff or student(s) directly concerned, before using the procedure described here. Informal resolution often produces a positive outcome quickly and with the minimum of effort and stress for the complainant and anyone else involved. If informal resolution is not desired, possible or successful, then it is proper to make a formal complaint, in writing, to Clare Spink.

In the case of circumstances demonstrably beyond WFMT's control (when it may be necessary for Clare Spink to make reasonable changes to the content, teaching and services provided for any course), WFMT reserves the right not to accept any complaints that might thereby arise. In such circumstances, however, WFMT guarantees to do its utmost to minimise any disruption that might arise and to keep students fully informed of any changes.

Confidentiality Complaints will be treated on a 'need to know' basis, involving only such persons as are required to enact these procedures. Once a final decision has been taken, one full set of documentation will be retained electronically for record and audit purposes by the WFMT Office. All other sets of documents that relate to a complaint will be destroyed. All members of staff and students involved in any part of the complaints process are expected to adhere to the 'need to know' approach.



## **Short Course Student Complaints Procedure**

**Step One:** Submit your complaint via email to Clare Spink ([info@fertilitymassage.co.uk](mailto:info@fertilitymassage.co.uk)) copying in your tutor (if applicable)

Please note that you must return this within 10 calendar days of the incident that you are complaining about. A student must make it clear on the email what they would consider to be a satisfactory outcome. This will only be taken into consideration by WFMT if the complaint is upheld and the proposed outcome is considered reasonable and proportional in the circumstances.

**Step Two: Outcome of your complaint.** Clare Spink will respond in writing with the outcome of your complaint within 10 working days of your complaint being submitted. This will enable us to carry out a detailed investigation.

### **Monitoring and audit of appeals and complaints**

WFMT will review the complaints policy annually and will make any changes accordingly.