

## **Training Centre Complaints and Appeals Procedure**

### **1.0 PURPOSE**

The purpose of this procedure is to specify the process for dealing with any Learners complaints or appeals that may arise during the course of the delivery of training.

### **2.0 OBJECTIVE**

If a Learner has a complaint or requires an appeal relating to any aspect of his or her assessment the Centre encourages the Learner to try to settle the complaint informally by raising it with his or her Trainer or Assessor. However, if the Learner does not wish to raise the matter informally or if a complaint or appeal is raised informally has not been resolved, the Learner may wish to take the matter further by raising a formal complaint or appeal. There is also an opportunity to provide feedback and compliments within this process.

### **3.0 RESPONSIBILITY**

This procedure shall be followed by all IQAs, Assessors, Tutors, other Centre Staff and Learners.

### **4.0 REFERENCE DOCUMENTS**

ETEM\_89 Complaints Form  
ETEM\_90 Appeals Form

### **5.0 PROCEDURE**

#### **5.1 General**

If you are considering making a complaint or appeal you should read and consider the following information carefully before proceeding.

#### **5.2 Formal Complaints and Appeals**

All complaints or appeals should be submitted on a Complaint or Appeal Form. There are five specific types of complaint or appeal detailed on the form, and you should make clear under which procedure you are appealing before submitting the form. If you are making a complaint this can be clearly identified on the form ETEM\_89. The completed form, together with any supporting evidence, should be submitted to the Centre, via email to [training@etl.ltd](mailto:training@etl.ltd) or by post, within 20 working days of completing your course or receiving your assessment outcome.

Learners will be aware that the Awarding Body/Organisation nor relevant regulator should be the first point of contact and that should this be the case, they will be signposted back to the centre in the first instance.

#### **5.3 Review of Complaints and Appeals**

Representations will be reviewed by the Course IQA or other suitable senior registry staff to determine whether or not there is sufficient evidence to refer it on to the relevant internal board for consideration. This will be completed within 5 working days. Where sufficient grounds do not exist, you will be informed of this, and your appeal will not proceed any further.

The decision of the Internal Board will be communicated back to you by the Training Centre.

If your appeal is not accepted by the Board, you will have 14 working days from receiving the decision to make a request to the Awarding Body that your appeal is heard by an appeal panel.

Contact details of the appropriate Awarding Body are listed below. If you are unhappy with this decision, you have the right to contact the appropriate Regulatory Body and contact details for them will be supplied at this time.

City and Guilds - [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

Lantra - The Customer Services Manager e-mail: [Karen.Turnock-Rogers@lantra.co.uk](mailto:Karen.Turnock-Rogers@lantra.co.uk)

HEA/HESA - Contact Number: email: [contact@thehea.org.uk](mailto:contact@thehea.org.uk)

#### **5.4 Upheld Decisions**

Where a decision is upheld, the IQA will convene a standardisation activity to review the appeal and decide if its result impacts upon other learners and decisions, assessment material and decisions need review or any other implications.

#### **5.5 Types of Complaint**

The centre will entertain complaints or appeals related to the following, which should be detailed on form ETEM\_89:

- Representation against an assessment decision
- Appeal against withdrawal
- Arithmetic mark check
- Complaint against centre or staff
- Other compliant

#### **5.6 Compliments and Feedback**

Form ETEM\_90 should be used for learner feedback or compliments

#### **6.0 Key Performance Indicators**

- a) All complaints and appeals are dealt with promptly.
- b) All decisions are confirmed in writing

#### **7.0 Records**

The following are classed as records pertinent to this procedure and shall be kept in a manner that ensures their safekeeping and easy retrieval.

- a) Copies of all communications, notes and correspondence relating to the complaint, investigation and response.

All records shall be maintained for a minimum of five years, after which they may be archived or disposed of in accordance with procedure EPRC\_5.

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