

Complaints & Appeals Procedure

The Centre's Complaints / Appeals Procedure allow clients who are registered at the Centre to challenge the outcome of their assessment at the level of a unit/module/component if they consider that the assessment has not been carried out properly.

A complaint/ appeal could be based for example on the following:

- The conduct of the assessment
- The adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The adequacy of the opportunities offered in order to demonstrate competence or attainment

Stage 1:

If a candidate wishes to complain/appeal, this complaint/appeal should be lodged, in writing, to the Lead IV, within 10 days of them being notified of the assessment decision.

Stage 2:

The Lead IV will attempt to find a solution with the candidate, assessor/tutor and internal verifier, for example through another assessment or re-consideration of the evidence/work

Failing this:

Stage 3:

A date is set for the Complaint/Appeal to be considered by the Centre Manager and an appeals panel.

The Centre will notify its EV that a complaint/appeal has been lodged and gives details of how it will be heard, including the composition of the panel.

The complaints/appeals panel meets to consider the appeal within 28 working days of receiving the written complaint/appeal

Full accounts are required from all parties involved in the assessment

No one involved in the original assessment can be included on the panel.

Candidates will be supported making the complaint/appeal.

Attached is a copy of the candidate complaint/appeals form to be used as part of logging a complaint/appeal.

Complaints/Appeals will initially be dealt with within 10 days from receipt of the written complaint/appeal.

The Centre's Complaints Procedure allows clients who are registered at the Centre to challenge an appropriate aspect of the Centre's Operation.

Complaints & Appeals Procedure

Candidates could complain about the following areas:

- Access to assessment
- Process of assessment
- Access to internal verification
- Handling of an Appeal
- Administrative Issues e.g. failure to register

Assessors/Tutors could complain about the following areas:

- Access to support and guidance
- Access to internal verification
- Administrative issues
- Insufficient time to undertake the function

Internal Verifiers could complain to the centre about the following areas:

- Access to support and guidance
- Insufficient time to undertake the function

Suggestions and Compliments

Your views and feedback are important to us. We would like to hear from you whether or not you are satisfied with our services, this will help us recognise our strengths and weaknesses and therefore make it possible to improve our standards of service.

Complaints, Compliments and Suggestion Forms are available from our administration staff and can also be found in our training rooms. When you have completed the Form, (your name and address is optional,) you can either post in the suggestion box or give to a member of the administration staff. We also provide Evaluation Forms from time to time and Exit Evaluations so as to help us monitor our services.

Our aim is to respond to any of the above within 10 working days of receiving it, if however, we cannot respond we will notify you of the reason why and will give you some idea of when we will reply.

Complaints & Appeals Procedure

Appeals Form

Assessment Site:

Candidate Name:

Assessor Name:

IV Name:

Date of Assessment:

Unit(s) Assessed:

Candidate reasons for appeal:

Candidate Signature:

Date:

Assessor Comments:

Assessor Signature:

Date:

IV Decision

Date Appeal received:

Date of Reply:

Signature:

Complaints & Appeals Procedure

Complaints Form

Complaint Handler (Your Name)		Date of Form		Ref No	
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Who is making the complaint?

Please tick

Client		Learner		Staff Member		Supplier		Other	
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Contact details

Please complete for complaints from external sources.

Client Name			
Contact Name			
Contact Position			
Telephone No		Email	

Nature of complaint

(Please provide as much detail as possible, what, when, where, how, who etc. Please ask the person making the complaint to if possible, put the details in writing and attach to the form).

Desired outcome

(What is the desired outcome for the person making the complaint?)

Complaints & Appeals Procedure

Investigation details

(investigation into complaint)

Actioned by:		Date:	

Resolution

(Details of resolution including date)

Actioned by:		Date:	

Preventative measures for future

(what changes if any need to take place to stop this happening again)

Actioned by:		Date:	

Director Sign Off & Comments

Signature:		Date:	

Complaints & Appeals Procedure

COMPLIMENTS FORM

Name:

Course:

If you would like to pay **TALENTED TRAINING LIMITED**, or a member of staff a Compliment, we would love to hear from you. You can complete this Form and give to any member of the Administration Team or post it in the Suggestion Box, where it will be gratefully received.

Signature:..... Date: