



# Complaints Policy, Process and Appeals Procedure

<b>Lead Responsibility</b>	Centre Manager	<b>Approved by</b>	Director
<b>Version</b>	V5	<b>Reviewed</b>	September 2022
<b>Policy applicable to</b>	All Stakeholders	<b>Date of next review</b>	September 2023



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## **Policy Statement**

Global Skills Training Ltd. (GS) values its learners and customers and is committed to providing exceptional standards of customer service in an environment that promotes an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our learners, customers and stakeholders, and in particular by responding positively to complaints, and by rectifying mistakes.

## **Aims and Objectives**

- making a complaint is as easy as possible;
- deal with complaints promptly, politely and, when appropriate, confidentially;
- treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- investigate and resolve informal concerns quickly;
- learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

## **Definition of Complaint**

Global Skills Training Ltd (GS) defines a complaint as ‘any expression of dissatisfaction (with GS, or with a member of staff) that relates to the level, quality or nature of a service provided by GS which requires a formal response.’

## **Purpose**

The Complaints Policy, Process and Appeals Procedure is intended to ensure that all complaints are handled fairly, openly and wherever possible resolved quickly and to the complainant's satisfaction.

## **Complaints Procedure - Stages 1 To 4**

### **Learners and Candidates**

#### **Stage 1 - Informal Complaint**

- a. An informal complaint can be made to a Tutor/Assessor/Trainer in person, or via email. Many issues are usually resolved at this stage. The Tutor/Assessor/Trainer will discuss the complaint with the complainant and attempt to agree a way forward or a solution that suits both parties.

- b. Complainants should allow GS a reasonable time to investigate the matter and propose a resolution. The first response will be within 1 working day and the second response will be within **5 working days**.

### **Stage 2 - Formal Complaint**

- c. If the complaint cannot be resolved informally, the learner/candidate should put their complaint in writing, using the *Complaints Form (Appendix 1)*.
- d. Explain the problem as clearly and as fully as possible, including any action taken to date;
- e. This form must be emailed to [info@global-skills.com](mailto:info@global-skills.com) or passed to any member of our staff. This will then be passed to the relevant member of GS' staff responsible for investigating and attempting to resolve the issue:
  - i. Complaint about administrative issues (i.e. registration, certificates, exams) - Contract Manager,
  - ii. Complaint regarding general issues – Centre Manager,
  - iii. Complaint regarding Delivery and Assessment staff – Operations Manager.
- f. Complainants should allow GS a reasonable time to investigate the matter and propose a resolution. The Complaint is acknowledged and recorded (within 1 working day). The second response will be within **5 working days**.

### **Stage 3 – Response to Complaint**

- a. Following investigation of any complaint, the relevant member of the Senior Staff Team (Contract Managers, Centre Manager and Operations Manager) will respond to the complainant within 5 working days of the complaint being made and inform them of any action taken.
- b. If the complaint is found to be unjustified the reasons will be clearly stated and further or alternative options discussed, if necessary.

### **Stage 4 – Formal Complaint to Managing Director**

- a. If the person making the complaint is dissatisfied with the response or the other Senior Staff Team members were unable to resolve the issue, they may raise the complaint with the Managing Director, Nasir Warsama by emailing [Nasir@global-skills.com](mailto:Nasir@global-skills.com).
- b. If the complaint is still not resolved at this stage you will be directed to the relevant external organisation.



## Employers

### Stage 1 - Informal Complaint

- a. An informal complaint on a general issue can be made to the Centre Manager in person or over the telephone on 020 8896 2889.
- b. The Centre Manager will discuss the complaint with the complainant and attempt to agree a way forward or a solution that suits both parties.
- c. Complainants should allow sufficient time for investigation and/or a resolution to be proposed – this may vary according to the nature of the complaint, but a first response will be made within 5 working days.

### Stage 2 – Formal Complaint

- a. If any of our employers have a cause for concern or an aspect of our service they are not happy with, they may raise their concern by calling 020 8896 2889 or emailing [info@global-skills.com](mailto:info@global-skills.com) or contacting our:
  - i. Delivery Manager or
  - ii. Operations Manager if the query relates to the Assessor/Trainer

### Stage 3 – Response to Complaint

- a. Following investigation of any complaint, the relevant member of the Senior Staff Team (Delivery Manager and Operations Manager) will respond to the complainant within 5 working days of the complaint being made and inform them of any action taken.
- b. If the complaint is found to be unjustified the reasons will be clearly stated and further or alternative options discussed, if necessary.

### Stage 4 – Formal Complaint to Managing Director

- a. If the person making the complaint is dissatisfied with the response or the other Senior Staff Team members were unable to resolve the issue, they may raise the complaint with the Managing Director, Nasir Warsama by emailing [Nasir@global-skills.com](mailto:Nasir@global-skills.com).
- b. If the complaint is still not resolved at this stage you will be directed to the relevant external organisation.

**Note: Please contact us by email [info@global-skills.com](mailto:info@global-skills.com) or by telephone 020 8869 2889 to request the **Complaint Form** and we will gladly assist you in the completion of the form. The**



form will then be passed onto **the relevant member of staff who will respond within five working days.**

## **Learner Appeals against Assessment Decisions Procedure**

### **Grounds For Appeal**

Assessment decisions for all courses are based on the criteria published by the Awarding Bodies. You should be given a copy of the assessment criteria at the start of the course as part of your Induction. As a candidate, you have the right to appeal against any assessment decision if you believe that the decision is unfair or unreasonable.

### **Awareness of the Appeals Process**

Your Assessor/Trainer will explain the appeals process at the start of your course, and you will be asked to sign this procedure to confirm your understanding.

## **Appeal Procedure – Stages 1 To 4**

### **Stage 1: Informal Appeal**

- 1.1 If you are unhappy with an assessment decision you should always discuss it first with your Assessor/Trainer. You should be prepared to explain why you think you have met the required assessment criteria, and you should be prepared to listen to your Assessor/Trainer's reasons.
- 1.2 In exceptional circumstances, if you feel very unhappy about discussing the issue with your Assessor/Trainer, you may raise it instead with the Course Leader.
- 1.3 If you are still unhappy with the assessment decision, you may then proceed to stage 2, the formal written appeal.

### **Stage 2: Formal Written Appeal**

- 2.1 If you decide to make a formal appeal, you must fill in an appeal form within 10 working days of getting the original assessment decision. You can get an appeal form from your Assessor/Trainer or from the Course Leader.
- 2.2 The written appeal will be sent to the Internal Quality Assurance (IQA) responsible for the course. The Internal Quality Assurance will discuss the issue with the Assessor/Trainer concerned, evaluate the evidence and give a judgement.
- 2.3 The Internal Quality Assurance will notify you of the decision within 5 working days, and



the reasons for the decision, in writing, and will give a copy to the Assessor/Trainer and the Course Leader.

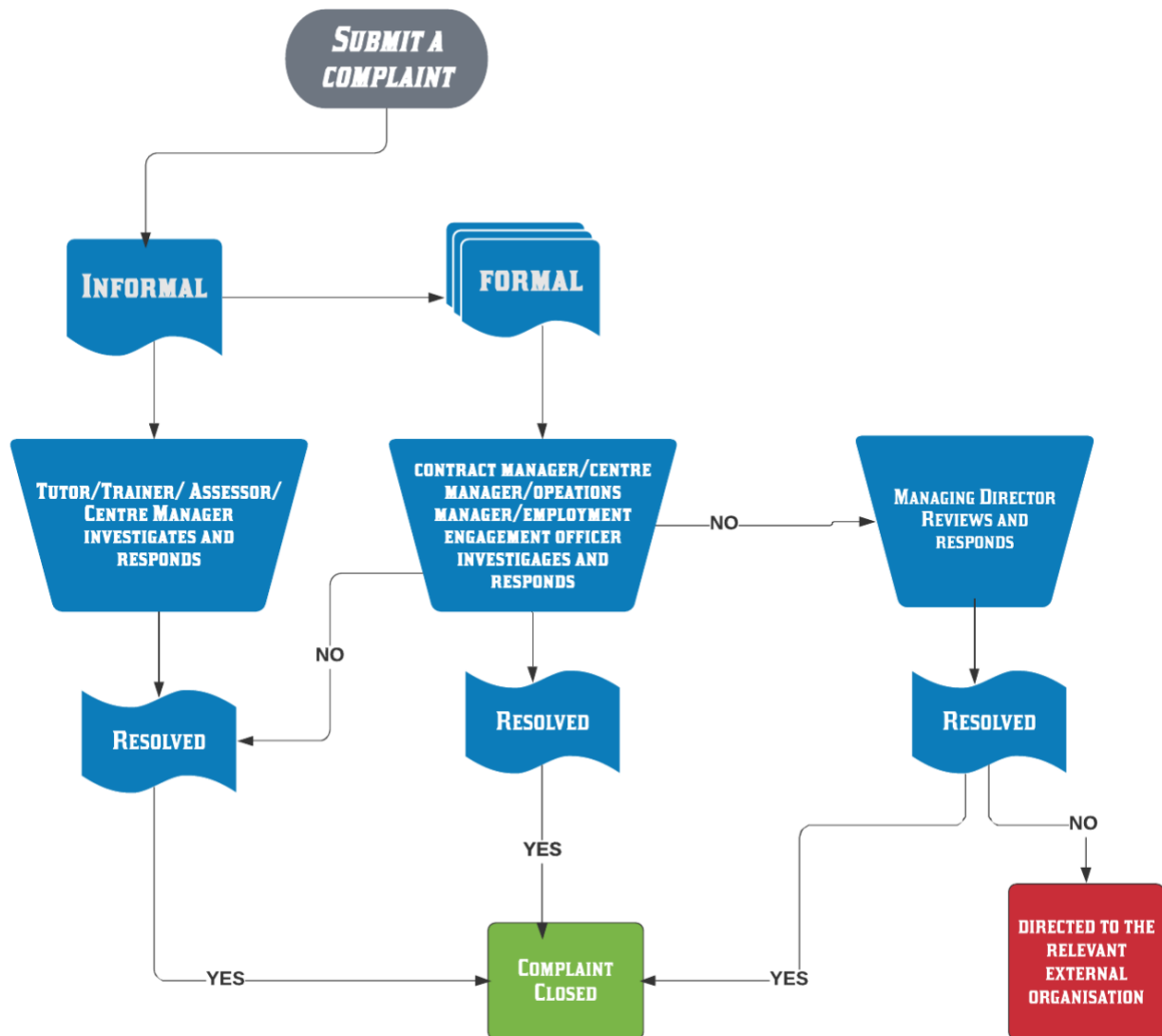
### **Stage 3: Appeals Panel**

- 3.1 If you are still unhappy after the IQA's decision, you may make a Final Appeal to the Centre's Appeals Panel. Membership of the Appeals Panel is determined by the Managing Director, but will normally consist of the Managing Director, Operations Manager, Lead IQA, Quality and Curriculum Manager.
- 3.2 To make an appeal you must apply in writing to the Managing Director within 10 working days of receiving the Internal Quality Assurance's decision.
- 3.3 The Appeals Panel will consider the evidence and give a judgment. You will be notified of the decision and the reasons for the decision verbally on the day of the panel and then in writing within 5 working days.

### **Stage 4 (if applicable): External Quality Assurance**

- 4.1 If the student is still dissatisfied, they can appeal to the awarding organisation body in accordance with their appeals procedures. Details of the appeal will be made available to the External Quality Assurer/External Examiner. In some circumstances, Awarding Organisations allow a final right of appeal for internally and externally assessed work to them. In such cases, the appropriate documentation and, where applicable, deadline for appeal should be consulted to support the learner. It must be clear to learners that there may also be a charge made by the awarding body for an appeal and that this will be met by the learner.

## Appendix 1



If any queries or complaints, including quality, are not resolved within Global Skills Training - training provider's own organisation, the query can be escalated to the ESFA by contacting Apprenticeship Service Support on 08000 150 600 or [helpdesk@manage-apprenticeships.service.gov.uk](mailto:helpdesk@manage-apprenticeships.service.gov.uk)





### Complaint Form

Name .....

Tel. No. .... Email.....

Employer (if applicable) .....

Course (if applicable).....

Date: ..... Time: .....

Complaint received by:

Telephone  Email  Face to face  Other

Type and details of complaint:

Actions:

Person(s) responsible: .....

Outcome:

Outcome due date (within 5 working days) .....

Name and signature of staff completing the form: .....

Date..... Time.....

Resolved? Yes/No

If No, Actions' follow-up: .....



**Learner Appeals Stage 2**

**Learner Appeal: to be completed by candidate**

Learner Name: .....

Assessor/Trainer Name: .....

Qualification Title: .....

Unit/Module Title: .....

**Nature of Appeal**

Please use the space below to summarise the grounds on which you are making this appeal (you may attach any relevant documentation).

Learner's Signature..... Date: .....

When completed please post or give this form to your Course Director, or to the Centre Manager at Global Skills Training Ltd. Address: Old Acton Library, First Floor, Acton High Street, London, W3 6NA, Tel: 020 8896 2889, [info@global-skills.com](mailto:info@global-skills.com)



**Learner Appeal: to be completed by Internal Quality Assurance**

Learner Name: .....

Assessor/Trainer Name: .....

Qualification Title: .....

Unit/Module Title: .....

**Internal Quality Assurance Report**

**This appeal is Upheld/Denied\*** (\*please delete as appropriate)

Revised grade (where applicable):

**Actions to be taken:**

Internal Quality Assurance

Signature.....Date: .....

### **Review of Policy**

This policy was last reviewed in September 2022. The next review date is September 2023, and this will be completed by the Centre Manager. The policy will then be approved and signed off by the Director.

### **Policy Approval**

**Director's Name: Nasir Warsama**

### **Director's Signature**

A handwritten signature in blue ink, appearing to read "Nasir Warsama", is written over a faint, light blue horizontal line.

**Date:** \_\_\_\_\_ Sep 22 \_\_\_\_\_