



## **Complaints and Appeals Policy and Procedure**

PLYMOUTH TRAINING AND CONSULTANCY LTD is committed to providing the highest quality of service to learners/apprentices, employers and customers.

PTC recognise that learners and employers have the right to raise concerns or complaints about our services and have access to clear information on how to voice complaints or concerns.

As part of our Quality Assurance Monitoring and Feedback, we have produced the Learners Complaints and Appeals Policy, process which aims to evaluate the level of quality through the process of delivery of educational and training programmes, information advice guidance and gathering information on learner/client complaints.

All learners are be made aware of this procedure during initial learner contact/drop-in, sign up or during an appointment with information, advice and guidance or assessor.

In response to the learner complaint procedure/policy, We will use the information contained within the learner complaint forms to monitor and evaluate service provision as a direct response to a learner's complaint.

All complaints will be dealt with according to the individual merit of the complaint. If a satisfactory settlement of the complaint is not initially met through the IQA or management team, then the matter will be brought to the attention of the Managing Director, and further to this, if a satisfactory outcome is not met referred to the appropriate professional organisation i.e Awarding Organisation.

### **Learner Complaint Policy**





PTC agree and operate a complaints procedure, which learners, assessors/tutors, IQAs and employers can use in the event that they wish to make a complaint in relation to an appropriate aspect of the centre's operation

PTC have a responsibility to inform learners of their complaints policy. Any relevant partners can request to see evidence of the centre complaints procedure as part of their quality assurance monitoring.

The complaints procedure will:

- Identify the person or process with whom the complaint is lodged
- State the form in which the complaint is made
- Make clear the times within which complaints may be lodged and must be decided.

The existence of a complaint procedure will be explained to all learners during initial contact (as above).

Learners who have a complaint with their centre must first raise the matter using their centre's complaints/appeals procedures. **See process as below**

Learners can access the learner complaint procedure by completing a Learner Complaint Form, which are available at the centre, or by talking to an Information and Advice Worker, Assessor, IQA (Internal Quality Assurer) or Tutor responsible for the learning activity.

Staff will report all complaints to the Manager and where appropriate, will provide feedback to the learner.

It is not possible to predict the precise nature of learner complaints and each one will be taken on its own merits, however, the IQA Coordinator will in each case examine the complaint to determine whether;

- The learner has been dealt with in accordance with the Mission Statement and other policies contained within the quality assurance portfolio.
- The information/learning activity provided to the learner was both relevant/appropriate and up-to-date and met quality control standards.
- The referral procedure (where appropriate) was followed correctly and the outcome of the referral adequately addressed the learners needs.





- If after doing this, they are unhappy with the outcome provided, they may raise the complaint with the Management Team and/or Awarding Organisation.

Advice and support from external agencies and/or Organisational Bodies will be accessed where required and feedback will be given as appropriate.

### **Appeals Procedure**

Where an assessment decision has been made that the learner does not agree with, then a formal letter of appeal should be sent to the Manager.

- A panel made up of the IQA and Assessors will meet to judge the evidence and report back to the Manager.
- Within 10 days of receipt of the report the Manager will advise the learner in writing of the decision.
- Where the learner still believes this to be unsatisfactory, he/ she can seek further appeal to the EQA appointed by the Awarding Organisation. This should be done in writing through the Manager, who will forward the appeal within two days of receipt.

In some circumstances the learner may need to meet with the EQA. Following the EQA decision, the Manager will inform the learner as to the outcome. Depending on the Awarding Body procedures, some appeals may go through a further procedure established by them.

### **Complaint and Appeal Process**

We will take any concern, complaint or appeal made against the company or any member of staff seriously and will investigate it promptly, for resolution as quickly as possible. We will ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames. We will listen carefully to complaints and treat complaints as confidential, where possible. Investigate the complaint fully, objectively and within the stated time frame. Notify the complainant of the results of the investigation and any right of appeal.

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel we have:

- Failed to provide a service or an acceptable standard of service
- Made a mistake in the way the service was provided
- Failed to act in a proper way
- Provided unfair service





There are three stages to the complaint's procedure:

- Stage One - Informal
- Stage Two – Formal
- Stage Three - Appeal

### **Stage One - Informal**

PTC encourages learners, staff, employers and customers to aim to resolve any issues or concerns through open and informal procedures in the first instance by speaking to a member of the management team. Any person with a complaint or concern is invited to discuss the matter first with an appropriate member of staff. In the case of learners this could be their teacher or Assessors. They will respond with advice and guidance as how to proceed from this point to resolve the issue raised. In the case of staff, this should always be their Line Manager. If the complaint is about their Line Manager, then a member of the Management Team.

### **Stage Two - Formal**

If the person is not satisfied with the informal route then they can submit a formal complaint.

#### **This can be submitted via one of the below methods;**

Telephone: Speak to centre staff 01752 564342

Email: [info@plymouthtraining.com](mailto:info@plymouthtraining.com)

Letter: Plymouth Training and Consultancy, Enterprise House, City Business Park, Somerset Place, PL3 4BB

Complete complaint form: See appendix 1

- Receipt of the complaint will be acknowledged within writing 2 working days from when the formal complaint is received.
- A member of the management team will deal with the complaint and a full investigation will be carried out. This may include further discussions, clarifications or meeting with the complainant.
- We will reply within 15 working days with a full response outlining the outcomes of the investigation in writing. If it is not possible to respond within this time, for example because a detailed enquiry is still taking place, or staff absence - we will issue an interim response, explaining what is being done to deal with the complaint and when a full reply can be expected.
- Notify you within 10 working days if the complaint is not upheld, reasons will be given as to why.

### **Stage Three – Appeal**





If the complainant is not satisfied with the outcome they are entitled to appeal the decision in writing to an appointed person who has no involvement in the complaint or investigation within 5 working days from the date the outcome letter was received. The appointed person should be a senior staff member and have had no substantial involvement in the dealing of the complaint.

All complaints will be monitored and where possible used to improve and develop our services.

For further information on any of the above please talk to your Tutor, Assessor, IQA or Manager.

*Please see Centre handbook, learner handbook, website or to request a complaint form please contact the Centre.*





## Appendix1

### Complaints / Appeals Reporting form

Learner name \_\_\_\_\_

Enrolment number / Unique Learner Number  
\_\_\_\_\_

Organisation \_\_\_\_\_

Qualification Title/Level \_\_\_\_\_

Contact Details \_\_\_\_\_

Complaint / Appeal Information

Action Required





Signed \_\_\_\_\_ Date \_\_\_\_\_

