

## **CUSTOMER APPEALS AND COMPLAINTS**

Should a customer (learner or employer) of our service, be aggrieved about the service we offer you, we encourage you to use either of the procedures below to enable us to quickly address your ground for complaint.

Where an issue has been raised it is advisable to discuss with the assessor/tutor as soon as possible. Where this can't be done then email should be sent to the CEO in the main office. This will be dealt with as soon as possible so that the issue doesn't escalate. The case will be looked at and judged on its own merit. Where the issue is about the CEO it will be passed to Karen Malcolm (Deputy DSL) to investigate.

Where a solution has been suggested and agreed then this will be recorded and held in the main office. If the situation cannot be rectified, then either of the following can be considered -

### **Appeals Procedure**

Should you be concerned about an assessment decision that has been made by the assessor, or the assessors conduct is not appropriate you should:

- Telephone, email or write a letter outlining the appeal to the main office within 14 working days of the date the incident occurred.
- Once received at the office, a record will be written in the Appeals record book and dealt with within 7 working days.
- The office will contact the relevant assessor outlining the appeal and request the assessor to provide details.
- A second assessment by another assessor or the IQA may be requested.
- If necessary, the Awarding Body may be contacted.
- You may be asked to attend a meeting and may bring a colleague or a friend to any meeting concerning the appeal.

### **Grievance Procedure**

We would encourage you to discuss your grievance as soon as is reasonable with the person with whom you normally deal. If you prefer to speak direct to Andrea Serlin (CEO) at the main office when a visit can be arranged at the earliest convenient time. All issues or grievances will be investigated with all the relevant parties involved.

- A verbal reply will be given within 7 working days, followed by an email response clarifying details and information.
- A note of the conversation will be held in the office.
- If you are not satisfied with the outcome, we encourage you to telephone or write to the office immediately.
- Where appropriate a written response will be sent to you within 7 working days.
- If you are still dissatisfied, a third party will be called upon to resolve the issues and you will then receive a letter with the final decision on the matter.

- Where there is government funding (Apprenticeship and Advanced Learning Loans) involved then SWATPro (South West Association of Training Provider) will be contacted.

Andrea Serlin CEO  
13/04/2025

Review due April 2025