

Complaints and Appeals Policy

This policy is for the provision of all our apprenticeships & qualifications.

1.0 Introduction and scope

- 1.1 At Crosby we welcome feedback both as an opportunity to improve, and so that we understand areas of particularly good practice. We seek and gather feedback in various ways as we work in partnership with employers, apprentices, and learners.
- 1.2 This policy has been written to cover formal complaints and appeals rather than general feedback.
- 1.3 The Awarding Organisations Handbooks* and Qualifications Handbooks set out the assessment, quality assurance and regulatory requirements for qualification provision. Embedded in these requirements are the rights of apprentices/learners to complain if they have any issues with quality of provision, and the right to appeal against assessment and internal quality assurance decisions.

2.0 Complaints

- 2.1 Learners and apprentice employers can make an official complaint verbally or in writing , online or by telephone or email. If a learner/employer complains verbally, the details will be noted down on our 'Complaint form' (F58) by a member of the Crosby Team.. Learners and employers can make complaints directly by completing the complaints form themselves. If they need help in making a complaint they can contact the team on Tel: 01902 837452. Complaint forms (F58) are available by email info@crosbytraining.co.uk.
- 2.2 The complaints form contains the following details:
 - Learner/employer name
 - Lead trainer name/IQA name
 - Date on which the complaint is made
 - Contact details
 - Details of the complaint
 - What the learner/employer would like Crosby to do
- 2.3 Details of the complaint will be acknowledged within 7 working days, and the relevant individual will be informed of the name of the person who will deal with the complaint. It will be passed to the appropriate manager(s) to be dealt with, and a reply can be expected from that person within a further 10 working days. Complaints will remain confidential.
- 2.4 The response to the complaint will tell the individual:
 - what we have done in response to the complaint
 - where applicable, what we will do next, and how and when we will inform the learner
 - give the learner/employer an opportunity to tell us how well they think we have dealt with the complaint, and how we could improve the complaints procedure

2.5 The Quality Manager will review the complaints procedure on an annual basis. Learners will be able to contribute to this review.

2.6 The details of all complaints will be recorded on a 'continuous improvement feedback log'. The Quality Manager is responsible for identifying any patterns, trends and improvement areas from the log and implementing continuous improvement actions.

3.0 Appeals

3.1 This policy has been formulated to ensure that learners are treated fairly in assessment. It will enable learners to enquire, question or appeal against an assessment decision. Its purpose is to attempt to reach agreement between the learner/employer and assessor at the earliest opportunity. It will ensure openness and fairness with standardised approaches and records. It facilitates the right of appeal to the relevant Awarding Organisation (AO) where internal appeals prove unsatisfactory. It protects the interests of learner and the integrity of the qualification.

3.2 We will:

- Inform learners of the appeals policy and procedures at induction
- Record and validate any appeal
- Forward the appeal to the relevant AO when a learner considers that a decision continues to disadvantage them after the internal appeals process has been exhausted
- Keep records of any appeals for external quality assurance for a minimum of 18 months
- Provide a staged and fair appeals process
- Take appropriate action to protect the interests of other learners and the integrity of the qualification, where the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement

3.3 The Centre provides copies of the appeals form (CMTF59) on request. The form must be completed by both the learner and trainer/assessor and requires the following details:

- Full name and registration number of the learner
- Full name of the trainer/tutor
- Full name of the IQA
- Date when the dispute occurred
- Details of the assessment/unit/decisions under dispute

4.0 Appeals Procedure

Stage 1 Informal

The learner consults with assessor within 5 weeks following the assessment decision, to discuss and attempt to resolve the disputed assessment decision. If unresolved the appeals form is completed, and appeal moved to stage 2.

Stage 2 Review

The disputed assessment decision is reviewed by an IQA or manager. The learner is notified of findings on the appeal form and either agrees or disagrees with the findings. If unresolved moved to stage 3.

Stage 3 Appeal hearing

Senior management of the provision considers the appeal as the last stage by the centre. Learner is notified of findings on the appeal form and either agrees or disagrees with the findings. If unresolved moved to stage 4.

Stage 4 External appeal

The grounds for appeal and any supporting documentation must be submitted to the relevant AO in accordance with the policy set out in the Awarding Organisation's centre handbook.

*Hard copies of Awarding Organisations Centre Handbooks are held at our Head Office at the Wolverhampton Science Park, Wolverhampton, Coxwell Avenue, WV10 9RU.



Signed by:

Name: Paul Cadman (Director)

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