Appeals & Complaints Policy August 26

INTRODUCTION

We believe that our organisation provides good training for all our learners and that the CEO and staff work very hard to build positive relationships with all parents. However, the training centre is obliged to have procedures in place in case there are complaints by parents/guardians.

The following policy sets out the procedure that the school follows in such cases.

AIMS AND OBJECTIVES

Our organisation aims to be fair, open and honest when dealing with any complaint. We give careful consideration to all complaints and deal with them as swiftly as possible. We aim to resolve any complaint through dialogue and mutual understanding and, in all cases, we put the interests of the learner above all other issues. We provide sufficient opportunity for any complaint to be fully discussed, and then resolved.

COMPLAINTS PROCEDURE

If a parent/guardian is concerned about anything to do with the training that we are providing at our training centre, they should, in the first instance, discuss the matter with the Quality of Education Manager or the Operations Manager. Most matters of concern can be dealt with in this way. All tutors work very hard to ensure that each learner is happy and are making good progress; they always want to know if there is a problem, so that action can be taken before the problem seriously affects the learner's progress.

Where a parent/guardian feels that a situation has not been resolved through contact with the Quality of Education Manager or the Operations Manager or that their concern is of a sufficiently serious nature, they should make an appointment to discuss it with the Head of Centre. The Head of Centre considers any such complaint very seriously and will investigate each case thoroughly. Most complaints are normally resolved at this stage. If however an issue is not resolved by the Head of Centre then the matter will be passed on to the board of governors.

Only if an informal complaint fails to resolve the matter should a formal complaint be made to the board of governors. This complaint must be made in writing, stating the

nature of the complaint and how the organization has handled it so far. The parent/guardian should send this written complaint to the board of governors.

The governors must consider all written complaints within two weeks of receipt. The governors arrange a meeting to discuss the complaint, and invites the person making it to attend the meeting, so that she/he can explain her/his complaint in more detail. The organization gives the complainant at least three days' notice of the meeting.

After hearing all the evidence, the directors consider their decision and inform the parent/guardian about it in writing. The governors will do all they can at this stage to resolve the complaint to the parent's satisfaction.

If the complaint is not resolved to the satisfaction of the parent/guardian then the Proprietor will arrange for a hearing before a panel with at least three people who must not be directly involved, one member of the panel will be independent of Martec. The parent/guardian has the right to be represented at this hearing. All the evidence will be considered and a further judgment made in an attempt to resolve the complaint. The result of this hearing together with any recommendations will be given in writing within one week of the hearing. A copy of the findings and any recommendations will be distributed to the complainant, the proprietor, head of school and where relevant the person complained about.

If the matter is still not resolved then the complaint will be referred to the Local Authority.

In the case of a learner under 16 years old, if the parent/guardian is still not content that the complaint has been dealt with properly, then she/he is entitled to appeal to the Secretary of State for Education.

Monitoring and Review

The Board of governors monitors the complaints procedure in order to ensure that all complaints are handled properly. The Head of Centre logs all complaints received and records how they were resolved. The Board of governors examines this log on an annual basis.

This policy is made available to all parents, so that they can be properly informed about the complaints procedure.

Confidentiality

All correspondence, statements and records of complaints shall remain confidential at all times.

THE APPEALS PROCEDURE

ASSESSMENT OF VCQ's AND OTHER STANDARDS BASED QUALIFICATIONS

WHAT IS THE APPEALS PROCEDURE?

It is a system set up so that candidates will be able to challenge an assessment decision if they disagree with or believes they have been treated unfairly.

WHAT DOES IT DO?

It allows candidates who are registered at the centre to challenge the outcome of their assessment if they feel that it has not been carried out properly or fairly. Candidates will be able to appeal on a variety of grounds including:

- The conduct of assessment.
- The outcome of the assessment.
- The adequacy of the opportunities offered in centre to demonstrate competence.

WHAT SHOULD THE CANDIDATE DO IF THEY WANT TO APPEAL?

- Discuss the issue with the relevant Assessor/Welfare Officer.
- If they are still unhappy with the Assessor's/Welfare Officers decision they should complete the Candidates Appeal form which should be given to the relevant internal Verifier, who in turn will seek comments from the Assessor/Welfare Officer.

  NB Support in completing the form can be sought from the Internal Quality Assurer.

- The Internal Quality Assurer will investigate the appeal.

WHAT SHOULD BE THE OUTCOME?

- Confirmation of the original decision.
- An instruction that the competence be re-assessed by the same or different assessor.
- A judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be reconsidered.

WHAT HAPPENS IF A CANDIDATE IS NOT SATISFIED WITH THE OUTCOME

- The candidate can appeal to the Lead Internal Quality Assurer who shall take advice, where necessary from occupational/assessment experts. Where this course of action is still unsatisfactory, the candidate will be given the contact details for the External Quality Assurer who is responsible for the programme concerned.

WHAT ARE THE PRINCIPALS OF THE APPEALS PROCEDURE?

The Appeals procedure must embody the principles of:

Independence
Objectivity
Fairness
Equal Opportunities (As outlined in Martec Training Equal Opportunities Policy)

CANDIDATE APPEAL:

Candidate Name: _____

Assessor/Welfare Officer: _____

Internal Quality Assurer: _____

Course: _____

Qualification Title: _____

Nature of Appeal
(Please use the box below to summarise the grounds on which you are making the appeal)

Signed _____ Date _____

Assessors Comments

Signed _____ Date_____

Internal Quality Assurers Decision Appeal Upheld / Denied / Further Action

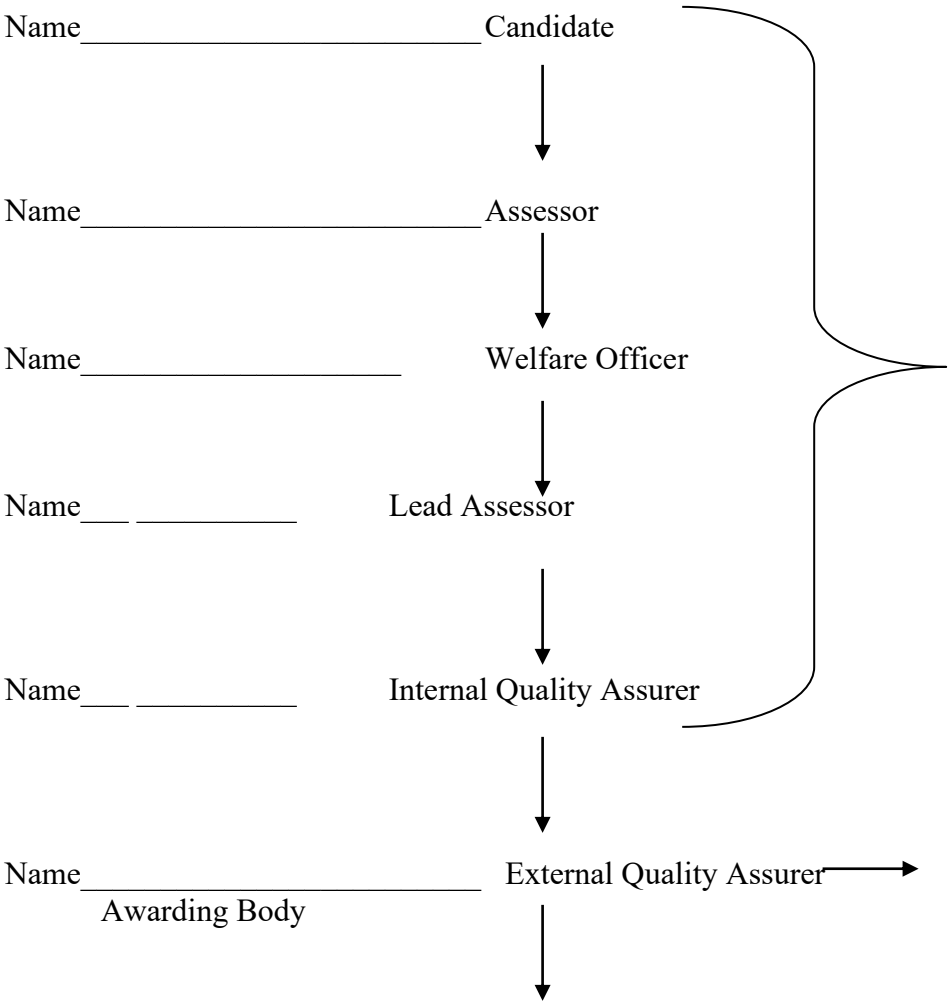
Signed _____ Date_____

Date Returned to Candidate _____

Note to Candidate

If this Appeal is denied, further appeals can be made to the Lead Quality Assurer and finally to the External Quality Assurer.

THE APPEALS PROCEDURE



Qualifications Quality Assurance Board QQAB

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