



## APPEALS & COMPLAINTS PROCEDURE

Always Consult aspires to ensure that all learners and apprentices have high quality, educational experience when working with us. If a learner/apprentice feels the need to make a formal complaint or appeal, the following procedures should be adhered to.

This complaints and appeals procedure embodies the following principles:

- You may appeal only on the grounds that the assessment procedure has not been properly carried out.
- If the appeals panel decides that an appeal should be upheld, the decision will be in the form of a recommendation that your Coach reconsiders the decision in the light of evidence available or that another Coach be invited to repeat the assessment process.
- The members of the appeals panel will not include persons directly involved in the original assessment decision.
- For all other compliant, you should follow the complaints procedure.

### INTERNAL APPEALS PROCEDURE

The Appeals procedure empowers you to appeal against any decision that you are not happy with due to an assessment decision that you do not agree with. Please follow the following procedure

1. Discuss the result informally with your Skills Coach within 10 working days of receiving your result or the training taking place.
2. If you still disagree with the outcome, you must put your appeal in writing to the Head of Centre within 5 working days of your discussion with your Skills Coach.
3. The Head of Centre will meet with you and the Skills Coach and review the assessment, reporting back their decision within 10 working days.
4. If the matter is still not resolved you will lodge an appeal with the Head of the Centre, again within 5 working days.
5. An independent panel will then be established who will report back to you within a further 10 working days.
6. If you are appealing against a Qualification, then this will be escalated to the



External Quality Assurer

7. The Awarding Bodies procedures will then be followed.
8. If the appeal is with regards to a Standard the appeal should be resolved internally
9. Any appeal against the EPA decision should be made directly to the EPA following their Appeal guidelines.

## COMPLAINTS PROCEDURE

The complaints procedure covers all other complaints, not directly related to assessment, that you are not happy with or do not agree with. Please follow the following procedure

1. Discuss the complaint informally with your Skills Coach within 10 working days of the incident or cause of the complaint.
2. If you do not feel your complaint has been addressed, you must put your complaint in writing to the Programme Director within 5 working days of your discussion with your Skills Coach.
3. The Programme Director will meet with you and the Skills Coach and review the complaint reporting back their decision within 10 working days.
4. If the matter is still not resolved you will lodge an appeal with the Managing Director, again within 5 working days.
5. An independent panel will then be established to seek a resolution and will report back to you within a further 10 working days.

## EXTERNAL APPEALS PROCEDURE

If the Internal Procedure has not settled the matter, it will be referred to the Education and Skills Funding Agency and its procedure for dealing with complaints, which is as follows:

1. If you are still unhappy with how your complaint was handled, you can appeal to the Education and Skills Funding Agency (ESFA) within three months of getting a decision from the Internal Complaint Procedures.
2. Refer to: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure> for more information.