Customer Complaints and Appeals Procedure

Assessment Appeals Procedure

As a learner at Reflections Training Academy, you have the right to appeal against an assessment decision made by your Tutor/Assessor, if you feel the assessment was not carried out properly.

Learner may appeal on a variety of grounds, such as: -

1. The conduct of the assessment
2. The adequacy of the evidence shown when set against the national standards and evidence requirements
3. The adequacy of the opportunities offered in order to demonstrate competence fully

The outcomes of the appeal may be: -

1. Confirmation of the original decision
2. Institutions that the competence be re-assessed by the same or a different assessor
3. That the evidence was an adequate demonstration of competence and a recommendation that the assessment decision be reconsidered

Making an appeal

- Where the learner disagrees with the assessment outcome you will be required to inform the Training Academy Lead Internal Quality Assurer (LIQA)/Senior Manager.
- The learner must complete and submit the attached appeal form within 15 working days of the assessment decision; this must be sent to the Training Academy's Internal Quality Assurer/Senior Manager.

  The Academy will make reasonable adjustments to enable learners to raise the appeal. This may include accepting complaints verbally, through a representative, or in an alternative format where appropriate.

Assessment Appeal

- assessment process
- assessment evidence
- assessment conditions
- opportunity to demonstrate competence
- assessor decision

What happens next?

The LIQA/senior Manager will set an agreed date for the appeal to be considered by the appeals panel. The panel will consist of the LIQA, an assessor from the Training Academy and an independent assessor, (no-one involved in the original assessment will be on the panel). Where a proposed panel member has had prior involvement in the matter, an alternative suitably experienced and independent person will be appointed.

- The LIQA/Senior Manager will acknowledge receipt of the appeal form, in writing or email. The Senior Manager will also be informed that an appeal has been lodged and be given details of how it will be heard and the composition of the appeals panel.

  Where required by the relevant awarding organisation, EPAO, funding agreement or regulatory requirement, the appropriate external body will be notified.

- The LIQA/Senior Manager will attempt to find a solution with the candidate and the assessor, e.g., through another assessment or re-consideration of the evidence.

- The appeals panel will meet to consider the appeal within 20 working days of receiving the assessment complaint. The panel will consider the evidence and interview the candidate and assessor separately; they will then inform the learner, assessor, Training Academy and External, Quality Assurer of the outcome verbally and in writing, within 10 working days.

- If the learner is not satisfied with the result of the appeal or with its procedures being properly carried out, then the learner can complain, firstly to the Training Academy Director, if still dissatisfied, then directly to the awarding body and Training Board.

- If following the exhaustion of the Academy's complaints and appeals procedure, a learner may contact the Department for Education where the provision is DfE-funded to. https://customerhelpportal.education.gov.uk/access-the-enquiry-portal/

  DfE will consider whether the provider has followed its published procedures and handled the complaint appropriately. DfE does not normally re-investigate the original complaint or replace the provider's decision.

- The Academy may restrict or manage further correspondence where a complaint is demonstrably vexatious, abusive, repetitive or malicious.

- Safeguarding concerns must not be delayed pending completion of this complaint's procedure. Any safeguarding concern should be reported immediately in accordance with our Safeguarding Policy and Designated Safeguarding Lead arrangements.

- All appeal records will be maintained and reviewed to ensure actions have been put in place to prevent reoccurrence of complaints.

End Point Assessment

- Where the apprentice has entered gateway and the concern relates to an End-Point Assessment, the apprentice and/or employer must follow the relevant End-Point Assessment Organisation's published enquiry and appeals procedure. Where permitted by that organisation, Reflections Training Academy/Next Level will support the apprentice/employer in accessing the relevant process.

Reflections Training Academy

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Learner Assessment Appeal Form

In order to register a formal assessment appeal, please complete the form with as much detail as possible. Include who was involved, what occurred, times, dates and evidence. Please let us know what you think the academy failed to do and what you think needs to be done to resolve the issues.

Your details:

Learner Name:	**Group:**	**Programme:**	**Unit title:**
Email:	**Assessor Name:**		
Telephone:			
Address:			
Preferred method of contact: Email Telephone Post			

Practical Observation	Written/Remote Assessment	Assignment	Product Evidence	Oral Questioning
Other please state:				

Details of appeal

Date of assessment:
Please provide a summary of why you disagree with the assessment outcome below and attach any evidence you wish to be considered within this appeal
Please send your completed form to the Academy Lead Internal Quality Assurer **Birmingham@reflectionstraining.co.uk** Reflections Training Academy, Unit 2a/2b Commercial Street, Birmingham B1 1RS **Bristol@reflectionstraining.co.uk** Reflections Training Academy, 15a Colston Street, Bristol BS1 5AP
Learner Signature: Date:

Complaints and appeals will be handled sensitively and confidentially wherever possible. Information will only be shared with those who need it to investigate and respond to the complaint or where disclosure is required or permitted by law, regulation, safeguarding or funding requirements.

CUSTOMER COMPLAINTS PROCEDURE

Reflections Training Academy welcomes the opportunity to resolve issues with any aspects of the training programmes or services offered and sees this as an integral part of its drive to meet the needs of all learners/customers. Where a problem or difficulty cannot be informally resolved by team members the formal complaints procedure should be referred to.

Where a customer/learner is dissatisfied with the service that they have received whilst working towards their Apprenticeship standard, Full Time Provision or Adult Learning qualification, or a customer accessing services from us as a provider, then there is a formal complaints procedure that can be followed.

This is not to be confused with the appeals procedure, which is for an appeal against an assessment decision made by an assessor
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Customer Formal complaints process

- Detail the issues in writing to the Academy Senior Manager. (Complete the attached customer complaints form) The Academy will make reasonable adjustments to enable learners to raise the complaint. This may include accepting complaints verbally, through a representative, or in an alternative format where appropriate.

- On receipt of the complaint, you will receive acknowledgement of this within 5 working days

- A formal response will be completed within 15 working days.

The Director of Reflections Training Academy will be informed of your issues to allow corrective and preventative actions to be taken.

Actions are then reviewed at regular management meetings to analyse the effectiveness of the actions taken and decide whether further corrective measure are necessary.

Complaint			
Quality of Teaching & Learning	Behaviour of Staff	Administration	Communication
Support	Learning Experience	Reasonable Adjustments	Facilities
Programme Management	Employer/Provider Issues	Delays	Failure to Follow Academy Procedures

The procedure and actions to be taken following the complaint

A date will be set for where the complaint will be considered by Director or Senior Manager (no-one involved in the original complaint) An alternative suitably experienced and independent person may be appointed.

- Senior management will acknowledge receipt of the complaint form, in writing, or where reasonable adjustments have been made.

- An attempt to find a solution with the learner/customer and the management, e.g. consideration of the evidence.

- The Academy may restrict or manage further correspondence where a complaint is demonstrably vexatious, abusive, repetitive or malicious.

- Where a complaint relates to specific individuals the academy may seek permission to share such details with them. If permission is not given it may not be possible for the academy to fully investigate or resolve the complaint.

- The Director/Senior Manager will consider the appeal within 15 working days on receiving this complaint. The Director/Senior Manager will consider all evidence which may require to interview the learner/customer; following this we will then inform the learner, customer, assessor, Training Academy of the outcome verbally and in writing, within 10 working days.

- Where the learner/customer is not satisfied with the outcome of the complaint or with the procedure being properly carried out, then a request of review can be made in writing to the Training Academy Director.

- If following the exhaustion of the Academy's complaints and appeals procedure, a learner may contact the Department for Education where the provision is DfE-funded to. https://customerhelpportal.education.gov.uk/access-the-enquiry-portal/

  DfE will consider whether the provider has followed its published procedures and handled the complaint appropriately. DfE does not normally re-investigate the original complaint or replace the provider's decision.

- Safeguarding concerns must not be delayed pending completion of this complaint's procedure. Any safeguarding concern should be reported immediately in accordance with our Safeguarding Policy and Designated Safeguarding Lead arrangements.

- All complaint records will be maintained and reviewed to ensure actions have been put in place to prevent reoccurrence of complaints

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Customer/Learner Complaints Form

In order to register a formal complaint, please complete the form with as much detail as possible. Include who was involved, what occurred, times, dates and evidence. Please let us know what you think the academy failed to do and what you think needs to be done to resolve the issues.

Your details:

Name:	**Learner:** *(Please tick)*		**Employer:** *(Please tick)*		**Other:** *(Please state)*	
Email:	**Business Name (where applicable):**					
Telephone:						
Address:						
Preferred method of contact:	Email		Telephone		Post	

Details of complaint:

Date of complaint:
Please give a summary of the complaint below and attach any evidence you wish to be considered within this complaint
Please send your completed form to the Academy Lead Internal Quality Assurer **Birmingham@reflectionstraining.co.uk** Reflections Training Academy, Unit 2a/2b Commercial Street, Birmingham B1 1RS **Bristol@reflectionstraining.co.uk** Reflections Training Academy, 15a Colston Street, Bristol BS1 5AP
Learner Signature: Date:

Complaints and appeals will be handled sensitively and confidentially wherever possible. Information will only be shared with those who need it to investigate and respond to the complaint or where disclosure is required or permitted by law, regulation, safeguarding or funding requirements.