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**Title:** Complaints and Appeals Procedure

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## **1.0 PURPOSE**

The purpose of this procedure is to specify the process for dealing with any Learners complaints or appeals that may arise during the course of the delivery of training.

## **2.0 OBJECTIVE**

If a Learner has a complaint or requires an appeal relating to any aspect of his or her assessment the Centre encourages the Learner to try to settle the complaint informally by raising it with his or her Trainer or Assessor. However, if the Learner does not wish to raise the matter informally or if a complaint or appeal is raised informally has not been resolved, the Learner may wish to take the matter further by raising a formal complaint or appeal.

## **3.0 RESPONSIBILITY**

This procedure shall be followed by all IQAs, Assessors, Tutors, other Centre Staff and Learners.

## **4.0 REFERENCE DOCUMENTS**

ETP 101a Complaints and Appeals Form

## **5.0 PROCEDURE**

### **5.1 General**

If you are considering making a complaint or appeal you should read and consider the following information carefully before proceeding.

### **5.2 Formal Complaints and Appeals**

All complaints or appeals should be submitted on a ETP101a Complaint/Appeal Form. There are three specific types of appeal and you should make clear under which procedure you are appealing before submitting the form. If you are making a complaint this can be clearly identified on the form ETP101a. The completed form, together with any supporting evidence, should be submitted to the Centre, via email to [training@etl.ltd](mailto:training@etl.ltd) or by post, within 20 working days of completing your course or receiving your assessment outcome.

### **5.3 Appeals**

Representations will be reviewed by the Course IQA or other suitable senior registry staff to determine whether or not there is sufficient evidence to refer it on to the relevant Board of Examiners for consideration. Where sufficient grounds do not exist you will be informed of this and your appeal will not proceed any further.

The decision of the Board of Examiners will be communicated back to you by the Training Centre.

If your appeal is not accepted by the Board, you will have 14 working days from receiving the decision to make a request to the Awarding Body that your appeal is heard by an appeal panel.

Contact details of the appropriate Awarding Body will be supplied at this time. If you are unhappy with this decision you have the right to contact the appropriate Regulatory Body and contact details for them will be supplied at this time.

#### **5.4 Upheld Decisions**

Where a decision is upheld, the IQA will convene a standardisation activity to review the appeal and decide if its result impacts upon other learners and decisions, assessment material and decisions need review or any other implications.

#### **6.0 Key Performance Indicators**

- a) All complaints and appeals are dealt with promptly.
- b) All decisions are confirmed in writing

#### **7.0 Records**

The following are classed as records pertinent to this procedure and shall be kept in a manner that ensures their safekeeping and easy retrieval.

- a) Copies of all communications, notes and correspondence relating to the complaint, investigation and response.

All records shall be maintained for a minimum of five years, after which they may be archived or disposed of in accordance with procedure ETP 14.

