

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/Senior Manager.
- The learner must complete and submit the attached appeal form within 20 working days of the assessment decision, this must be sent to the Training Academy's Internal Quality Assurer/Senior Manager. This is published on your notice board and throughout the building.
- **Please Note:** All appeals raised including virtual or online nature MUST be reported within 5 working days from the date of when the complaint occurred.

What happens next?

- The Internal Quality Assurer/senior Manager will set an agreed date for the appeal to be considered by the appeals panel. The panel will consist of the Internal Quality Assurer, an assessor from the Training Academy and an independent assessor, (no-one involved in the original assessment will be on the panel).
- The Internal Quality Assurer/Senior Manager will acknowledge receipt of the appeal form, in writing or email. The External Quality Assurer/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.

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- The Internal Quality Assurer/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 seven 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 this process, the complaints has not been addressed, you can raise this issue directly to the Education and Skills Funding Agency (ESFA) to: complaints.esfa@education.gov.uk
- A malicious complaint which is deemed unreasonable or untrue having been made to abuse the procedure or an attempt to deform the name of character of another person, in these cases the academy reserves the right to terminate investigation of the complaint
- 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 learner has entered through the gateway and raising a complaint against the EPA decision then the following must be followed:

The EPA service will ensure that all assessments are fair, consistent and based on valid judgement. If an apprentice would like more information on the reasons why a specific grade was given, the customer (Reflections) can request feedback on their behalf.

Where an apprentice is unhappy with the results of their EPA, the customer (Reflections) can make an enquiry about the results on their behalf. This means that an IEPA who has had no prior involvement with the EPA will review the original IEPAs assessment decisions and correct any errors that are identified.

Following an enquiry about the results, if an apprentice is still not satisfied, then an appeal can be made on their behalf by the customer (Reflections), to identify if the correct process, procedures and policies were followed during the enquiry.

For further details regarding these services including timelines and fees, please refer to the enquiries and appeals policy with city and guilds.

feedbackandcomplaints@cityandguilds.com

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 <u>Birmingham@reflectionstraining.co.uk</u> Reflections Training Academy, Unit 2a/2b Commercial Street, Birmingham B1 1RS <u>Bristol@reflectionstraining.co.uk</u> Reflections Training Academy, 15a Colston Street, Bristol BS1 5AP
Learner Signature: _____ Date: _____

All complaints of appeals will be treated in the strictest of confidence, as private and confidential.

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/Framework, 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

Please Note: All complaints raised including virtual or online nature MUST be reported within 5 working days from the date of when the complaint occurred.

Customer Formal complaints process

- (1) Detail the issues in writing to the Academy Senior Manager. (Complete the attached customer complaints form)
- (2) On receipt of the complaint, you will receive acknowledgement of this within 5 working days
- (3) 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.

The procedure and actions to be taken following the complaint

- A date will be set for where the complaint will be considered by the complaints panel. The panel will consist of a lead/manager of the area of complaint and a senior manager from the Training Academy (no-one involved in the original complaint will be on the panel).
- The Senior manager acknowledges receipt of the complaint form, in writing.
- An attempt to find a solution with the learner/customer and the manager, e.g. consideration of the evidence.
- A malicious complaint which is deemed unreasonable or untrue having been made to abuse the procedure or an attempt to deform the name of character of another person, in these cases the academy reserves the right to terminate investigation of the complaint.
- 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 complaints panel will meet to consider the appeal within 15 working days on receiving this complaint. The panel 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 seven 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 this process, the complaints has not been addressed, you can raise this issue directly to the Education and Skills Funding Agency (ESFA) to: complaints.esfa@education.gov.uk
- All complaint records will be maintained and reviewed to ensure actions have been put in place to prevent reoccurrence of complaints

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: <i>(Please tick)</i>	Employer: <i>(Please tick)</i>	Other: <i>(Please state)</i>
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
<p>Please send your completed form to the Academy Lead Internal Quality Assurer <u>Birmingham@reflectionstraining.co.uk</u> Reflections Training Academy, Unit 2a/2b Commercial Street, Birmingham B1 1RS <u>Bristol@reflectionstraining.co.uk</u> Reflections Training Academy, 15a Colston Street, Bristol BS1 5AP</p>
Learner Signature: _____ Date: _____

All customer complaints will be treated in the strictest of confidence, as private and confidential.