

Policy Name	COMPLAINTS and APPEALS PROCEDURE
Policy Version	
Department / Area	H.R. Department/Quality / Learner Services
Created By	Head of Training
Amended By	J. Townsend
Approved by SLT	
Date updated	Jan 2023
Next Review	Jan 2024
Document REF	CPL
Category	Staff/Learner
Covers	Staff / Learner / Both

A complaint is an expression of dissatisfaction concerning Heart & Soul Community Training product or service. Heart & Soul Community Training take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service, you have received that you bring this to our attention as soon as possible by speaking to your course Assessor in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Assessor, then please contact the Training Manager via one of the following options:

Call: 01902 973472

E-mail: Jason@hscom.co.uk

Write to: Jason Fisher

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Heart & Soul Community Training ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Training Manager will investigate your complaint and respond to you within 7 days.



Appealing after an initial complaint has been raised

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Quality Manager. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Quality Manager will investigate in full and respond to you within 7 days.

The Training Manager can be contacted on:

Call: 01902 973472

E-mail: jayne@hscom.co.uk

Write to: Jayne Townsend Quality Manger

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.

Should you address your complaint to and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Heart & Soul Community Training or Highfield will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of Heart & Soul Community Training, Highfield as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint. Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: [**www.spsso.org.uk**](http://www.spsso.org.uk)

If you have any queries about the contents of this policy, please contact the Training Manager directly on 01902 973472 or email jayne@hscom.co.uk.



----- Limited has a documented candidate appeals procedure for any candidates who are dissatisfied with internal assessment decisions. Candidates are informed on induction of the appeals process and have the appeals process provided in writing as part of the induction handout. The candidates are also reminded about the appeals process after every assessment that is undertaken as part of the feedback process.

Our Appeals Procedure Is Split Into Four Specific Stages Of Communication	
Stage 1	Candidate's first point of contact is the assessor, if still unresolved, Thereafter to;
	In the unlikely event that a candidate appealed against a decision made by a member of the ----- team the candidate must first contact the assessor involved in the initial decision. The assessor will endeavour to rectify any issues with the candidate. Recorded as part of the IQA process. From the date that the appeal is made 5 working are allowed for the assessor to address the complaint. The complaint will also be referred to and recorded by the IQA with feedback given in writing to the candidate of the decision initially by the assessor.
Stage 2	Internal verifier, if still unresolved, hereafter to
	The assessor will sign post the candidate to the IQA if the assessor cannot resolve the initial issue. The IQA will interview both the candidate and the assessor to be able to make a judgement on the appeals being made by the candidate. Recorded as part of the IQA process. This will be achieved within 5 working days of the complaint being referred to the IQA from the assessor.
Stage 3	Independent third party, (part of organisation, not PROQUAL) – Final Decision for the centre
	----- will arrange for an independent IQA who is occupationally competent in the area where the appeals has been made. The independent IQA will gather evidence from both the candidate, assessor and the IQA from ----- limited. Recorded as part of the IQA process
Stage 4	Candidate can contact PROQUAL if dissatisfied with the centre's Decision.
	<p>If you have gone through all the stages of ----- internal assessment appeals procedure and remain dissatisfied with the outcome or the way in which we handled your appeal you can:</p> <ul style="list-style-type: none"> • Appeal to the awarding body • Appeal to awarding body Accreditation (or OFQUAL if relevant) if you feel that the centre and/or awarding body has not dealt with your appeal appropriately. <p>The awarding body Accreditation (or OFQUAL if relevant) cannot overturn assessment decisions or academic judgements but may investigate the effectiveness of the centre and/or Awarding body's appeals process and require corrective action.</p> <p>In the case of an appeal to awarding body against an internal assessment result in a regulated qualification, ----- will retain records, including all materials and candidate evidence, until the appeal has been resolved. Thereafter, assessment and internal verification records for appeals cases will be retained for five years.</p>