



# Appeals, Enquiries and Complaints Policy

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## **1. Introduction**

This policy document outlines the procedures to be followed should a learner or Centre wish to make an enquiry about/appeal against an assessment decision or other decisions, or if a learner or a Centre wishes to make a complaint. The policy is designed to meet the requirements set out in RQF Regulated Qualifications Framework (RQF). This Policy document must be made available to all relevant Centre staff and learners who wish to make an enquiry or appeal.

## **2. Learner Enquiries and Appeals**

### 2.1 Enquiries

Learners must direct all enquiries about assessments or other decisions affecting them to Singleton Training Services Ltd in the first instance. If the enquiry relates to an assessment decision, the enquiry must be made within 15 working days of receiving the final result. Singleton Training Services Ltd will check the learner's assessment material and inform the learner of their findings. If Singleton Training Services Ltd finds that the original result is incorrect due to an error on their part, they will inform the learner and request a check on the assessment decision by the awarding body using the *Results Enquiry and Appeals Form*.

If a clerical error has been made by the awarding body, Singleton Training Services Ltd can request that the awarding body check the paperwork using the *Results Enquiry and Appeals Form*.

In all instances where results are amended and new documentation is issued, the original certificates must be returned to the awarding body.

### 2.2 Appeals Procedure

If a learner wishes to raise an appeal, they should do this with Singleton Training Services Ltd in the first instance. Singleton Training Services Ltd will provide the learner with information regarding the appeals process from the outset, including a copy of the *Appeals, Enquiries and Complaints Policy*. Singleton Training Services Ltd will arrange to have the learner's work checked by an assessor not previously connected to the learner. Singleton Training Services Ltd will record and document all evidence and information regarding the appeal, including who carried out the re-assessment and the outcome. Such records must be forwarded to the awarding body for

reporting purposes and be made available for inspection with sampling requests during External Verification.

Learners have the right to appeal against assessment decisions if they believe that the Trainer or Centre has not followed the criteria required by the awarding body in the delivery and/or assessment of the course or if they feel there has been a clerical error in the recording of a result.

Singleton Training Services Ltd will review each appeal in a non biased manner at all times.

This must be carried out in no more than 15 working days from the receipt of the enquiry result by the learner.

### 2.3 Grounds for Appeal

Appeals can be made with regard to assessment or other decisions; these may include but are not limited to:

- Quality of assessment;
- Decline of requests for reasonable adjustments or special considerations for assessment;
- Clerical errors in recording results.

### 2.4 Registering an Appeal

If the learner is not satisfied with the outcome of Singleton Training Services Ltd appeals process then they must fill in a *Results Enquiry & Appeals Form* (to be provided by Singleton Training Services Ltd) and submit it to the Quality & Compliance Manager of the awarding body in not more than 15 working days from receipt of the appeal decision. The learner must detail their reasons for appeal, providing as much information as possible.

If the learner has addressed their appeal to the awarding body and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of Singleton Training Services Ltd or the awarding body will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

### 2.5 Notification

The learner will receive a written notification of the outcome of the appeal within 20 working days of the appeal being received.

If the appeal is upheld, the learner will be informed of any course of action being taken.

If the appeal is not upheld, the learner will be informed of the reasons and of their right to make an appeal review to the awarding body.

### **3. Singleton Training Services Ltd Enquiries & Appeals**

Singleton Training Services Ltd will check assessment decisions affecting learners' results by completing the *Results Enquiry & Appeals Form* and submitting it along with supporting documentation to the awarding body.

## **4. The Right to Complain**

### 4.1 The Right to Complain

Any person who has direct or indirect contact or business with Singleton Training Services Ltd has the right to complain.

Complaints can be received via any reasonable medium, i.e. telephone, letter, email, fax or in person. These must be handled in accordance with Singleton Training Services Ltd complaints process.

### 4.2 Complaints from learners

If a learner believes they have a complaint, in the first instance this should be addressed to the trainer.

If the trainer is unable to resolve the complaint, the learner should put their complaint in writing to the Singleton Training Services Ltd.

Complaints will be dealt with by Nigel Singleton, the company owner and the learner will be notified of the findings within 21 working days of the complaint being lodged with Singleton Training Services Ltd.

## **5. Monitoring, Evaluating and Reporting**

Records will be kept of all appeals, enquiries and complaints dealt with by Singleton Training Services Ltd.

## **6. Policy Review**

This Policy will be reviewed every 3 years and updated accordingly.  
A copy of this policy can be obtained by learners from Singleton Training Services Ltd. Trainers can download copies of this policy document from the intranet.