

## Learner Complaints Policy and Procedure v1

### Rationale

All Learners have the right to appeal or complain if they are not happy with the way a National Qualification Framework (NQF), the current relevant framework is the Regulated Qualifications Framework (RQF) for general and vocational qualifications regulated by Ofqual in England.

What's the difference between a complaint and an appeal?

An appeal is concern about the assessment decision given by the centre that affects a Learner. A complaint is concern about a service, or lack of service, provided by the centre to Learners. Complaints be about:

- Customer service
- Time keeping
- Hygiene and housekeeping
- Equal opportunities
- Equipment and product
- And anything else that causes dissatisfaction that isn't related to teaching, assessment or quality assurance, as these are covered by the Appeals Policy and Procedures (ADP001)

A complaint could also relate to the Data Protection Act 2018.

The organisation processes personal data in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. Individuals have the right to raise concerns about how their personal data is collected, stored, used or shared. Complaints relating to data protection will be investigated in line with this policy.

If a complainant remains dissatisfied following the conclusion of our internal process, they have the right to lodge a complaint with the Information Commissioner's Office (ICO). Please refer to the Data Protection Policy (ADP002) for further information.

### Learners Complaints Procedure

The following steps are to be followed if a Learner wishes to make a complaint:

1. The learner must in the first instant report it to their allocated assessor, ideally within 5 working days of the occurrence.
2. If the issue is not resolved within 5 working days from date of complaint, then the issue must be referred to the Centre manager or another member of the management team, this would usually be actioned by the Assessor but can be actioned by the learner if the Assessor isn't able to do it. The manager will respond to the Learner within 7 working days.
3. If the issue is still not resolved, then it will be referred to Managing Director who will make the final decision about upholding or not and any training requirements for Assessor or other team members. This is the final stage of the process; the Managing Director's decision is final.

Document Ref.	Title	Version	Date / Change	Reviewer	Next Review Date
ADP017	Complaints Policy and Procedures	1	February 2026 / Separated Appeal & Complaints – new policy standalone complaints	D Gardiner MBE	February 2027

**Policy Approved by:** Neil Evans

**Signature:** N Evans

**Annex**

- A. Learners Appeals and Complaints Form

**Annex A**

<b>Learners Appeal and Complaints Form</b>	
<b>Is this an APPEAL or COMPLAINT?</b>	APPEAL - ✓ / x <span style="float: right;">COMPLAINT - ✓ / x</span>
<b>QCF Title and Level:</b>	
<b>Units of Competence:</b>	
<b>Date of Assessment Decision or incident:</b>	
<b>Training / Assessment Centre:</b>	
<b>Equality, Diversity and Inclusion Issue (if applicable):</b>	
<b>Learner Name:</b>	
<b>Assessor Name:</b>	
<b>Internal Quality Assurer (IQA) Name:</b>	
<b>Managing Director Name:</b>	
<b>Learners Summary of reason for appeal or complaint (Copy of assessment plan and evidence attached)</b>	
<b>TO BE COMPLETED BY THE LEARNER</b>	
<b>Learner Signature:</b>	<b>Date:</b>

**Assessors Summary of situation  
TO BE COMPLETED BY THE ASSESSOR**

**Assessor Signature:**

**Date:**

**Internal Quality Assurer (IQA) comments – Final Outcome and Recommendations or Refer to MD  
TO BE COMPLETED BY THE INTERNAL QUALITY ASSURER**

**IQA Signature:**

**Date:**

**Managing Director (If applicable) – Final Outcome and Recommendations  
TO BE COMPLETED BY THE MD**

Communication Plan:

<b>MD Signature:</b>		<b>Date:</b>	
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