



Complaints and Appeals Policy

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Complaints Procedure

Definition of formal complaint

A formal complaint is an expression of dissatisfaction concerning ATC Training's product or service, when the complainant has drawn his or her concern to the attention of one of ATC Training's employees or associates and is not satisfied with the response.

ATC Training takes all complaints extremely seriously and staff are committed to rectify any problem as soon as it is brought to their attention. It is recognized that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

How to make a formal complaint

If you are dissatisfied with the way your problem has been dealt with by an employee or associate, we encourage you to ask to speak to senior management. You have the choice as to whether you wish to have your formal complaint dealt with by telephone or e-mail.

If you prefer to have your complaint dealt with in writing, send details of the complaint to info@atctraining.co.uk. You can also provide course feedback online at www.atctraining.co.uk/feedback. You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of who you have spoken to about the problem. You should also tell us what you think we should do to resolve your complaint. Please remember to provide full details of the address where you would like the response to be sent. Receipt of the complaint will be acknowledged within 72 hours.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written response will be sent within 14 working days, although every effort will be made to respond earlier. If required, details of the investigation and our proposed remedial action will be included within the response. Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals.

If you are unsatisfied with ATC Training's response to your complaint, if the complaint is linked to a course is a regulated qualification, you can progress this complaint to the relevant awarding body and further progress to the qualification regulator if unsatisfied with the awarding bodies response also.

Appeal Procedure (for assessment decisions)

We understand that on occasion, the learner may not agree with the decision made by the tutor or assessor in relation to an assessment. In most cases, this can be resolved through a professional discussion providing detailed feedback on any assessment decision criteria.

Process to appeal an assessment decision

We encourage the learner to first make their disappointment known to the tutor/assessor involved within 7 working days to ensure feedback has been fully explained.

If the learner does not feel satisfied with the response following a discussion with the tutor/assessor and wish to appeal the decision, they should do so within a further 7 working days by contacting the Head of Centre, Andrew Cumiskey by emailing andrew@atctraining.co.uk. The appeal will be acknowledged within 72 hours and the Head of Centre will liaise with the assigned IQA to arrange an independent assessment. A formal decision will be made within 14 days with regards to the appeal.

If the response does not resolve the matter, the learner should inform the Head of Centre within 5 working days and may escalate the appeal/complaint to the awarding organisation. (ATC Training will confirm which awarding organisation or accredited provider should be contacted).

Awarding Organisation – Focus Awards

If you wish to escalate a complaint regarding a Focus Awards qualification, view further guidance here: <https://focusawards.org.uk/complaints-procedure>

Qualification Regulator

Should the Centre (The Learning Department Limited) and the Awarding Organisation (e.g. HABC) be unable to resolve the complaint, you may raise a complaint with the relevant Qualification Regulators, for example Ofqual and the SQA.

Ofqual can be contacted on 0300 303 3345 and <http://www.ofqual.gov.uk/complaints-and-appeals/>

SQA can be contacted on 0345 279 1000. For more information visit: <http://www.sqa.org.uk/>