


# 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 rectifying 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 more loyal customer.

### How to make a formal complaint

If you are dissatisfied with the way an employee or associate has dealt with your problem, we encourage you to ask to speak to senior management. You have the choice of having 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 [support@atctraining.co.uk](mailto:support@atctraining.co.uk). You can also provide course feedback online at [www.atctraining.co.uk/feedback](http://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 whom you have spoken to about the problem. You should also tell us what we should do to resolve your complaint. Please remember to provide full details of the address to which you would like the response sent. Receipt of the complaint will be acknowledged within 72 hours.

We treat the complaint confidentially and 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 in the response. Details of all complaints will be kept on the 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 that 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 body's response.

## 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 make their disappointment known to the tutor/assessor involved within 7 working days to ensure fully explained feedback.

If the learner does not feel satisfied with the response following a discussion with the tutor/assessor and wishes 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](mailto: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 regard 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).

# Whistleblowing

## Introduction

ATC Training Limited is dedicated to maintaining the highest standards of integrity, accountability, and ethical conduct in all aspects of our operations. We recognise the importance of providing a safe and confidential mechanism for employees, learners, and other stakeholders to raise concerns about potential wrongdoing within the organisation. This Whistleblowing Policy outlines the procedures for reporting and addressing such concerns.

## Objective

The primary objective of this policy is to encourage individuals to report any suspected wrongdoing, malpractice, or unethical behaviour within ATC Training Limited promptly and without fear of reprisal.

## Scope

This policy applies to all employees, learners, contractors, suppliers, and any other individuals associated with ATC Training Limited.

## Regulatory Reporting to Focus Awards

If an individual has reasonable grounds to believe that there is wrongdoing within ATC Training Limited, they should report their concerns as follows:

### 1. Internal Reporting:

Concerns should first be reported internally. Individuals can contact [support@atctraining.co.uk](mailto:support@atctraining.co.uk) directly, who will ensure that the matter is appropriately addressed. The individual can choose to remain anonymous if they wish. A director will initiate an investigation unless they are identified as part of the whistleblowing complaint; in such cases, someone else who is independent of the issue must investigate.

### 2. External Reporting (Focus Awards):

If, for any reason, the individual is uncomfortable reporting internally or believes their concerns have not been adequately addressed, they have the right to report the matter externally to Focus Awards, the designated regulatory body for ATC Training Limited. The contact details for Focus Awards are [info@focusawards.co.uk](mailto:info@focusawards.co.uk).

## Protection for Whistleblowers

ATC Training Limited is committed to protecting whistleblowers from any form of retaliation. Whistleblowers who make reports in good faith will not face any disciplinary or detrimental action. Any victimisation, harassment, or retaliation against a whistleblower will be treated as a serious violation of this policy and may result in disciplinary action, up to and including termination of employment or contract.

## Confidentiality

All reports will be treated with the utmost confidentiality. Information will only be disclosed on a need-to-know basis, and every effort will be made to protect the whistleblower's identity. However, in certain circumstances, it may be necessary to disclose information to Focus Awards or other authorities to conduct a thorough investigation or comply with legal requirements, safeguarding, or health and safety legislation.

## Investigation

All reports will be thoroughly investigated. A Director will lead the investigation, and findings will be reported internally and to Focus Awards. Where possible, the whistleblower will be informed of the outcome without compromising the investigation or the rights of others.

## Review of the Whistleblowing Policy

The directors will review this policy's effectiveness regularly. Any necessary revisions or updates will be made to ensure its continued relevance and effectiveness.

## Availability of the Policy

This Whistleblowing Policy will be available to all employees, learners, and relevant stakeholders.

## Contact Information

For internal reporting, please contact [support@atctraining.co.uk](mailto:support@atctraining.co.uk). For external reporting to Focus Awards, individuals may use the following contact information: Focus Awards – [info@focusawards.co.uk](mailto:info@focusawards.co.uk)

ATC Training Limited encourages a culture of openness, accountability, and ethical conduct. This policy reflects our commitment to maintaining the highest standards of integrity and addressing any concerns promptly and effectively.

## Qualification Regulator

Should the Centre (ATC Training Limited) and the Awarding Organisation (e.g. Focus Awards) 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/>

## Version History

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1.3	Policy review and reformatting inc. version history table. Additional whistleblower information added.	11/11/2024	AC