

Complaints and Appeals Policy

Version	1.4	Approved by:	
Date published	09/10/2025		
Review period	Annual		

Contents

Complaints Procedure.....	1
Our Commitment	1
Our Procedures	1
Stage 1	1
Stage 2	1
Appeal Procedure (for assessment decisions)	2
Process to appeal an assessment decision	2
Whistleblowing	2
Introduction	2
Objective	2
Regulatory Reporting to Focus Awards.....	2
Protection for Whistleblowers	2
Confidentiality	3
Investigation.....	3
Review of the Whistleblowing Policy	3
Availability of the Policy	3
Contact Information	3
Qualification Regulator	3
COMPLAINT FORM	4
Version History	5

Complaints Procedure

A complaint relates to any dissatisfaction with the provision of our training that has been drawn to the attention of a member of the training team, but where the complainant is not satisfied with the outcome.

Whistleblowing relates to disclosures regarding any action that an individual considers to be illegal, unethical or not in line with company policies. In legal terms, whistleblowing relates to workers; however, we will recognise disclosures from any trainees, members of staff or the public.

Our Appeals policy addresses issues with assessment decisions and is not within the scope of this policy.

The purpose of this policy is to demonstrate our commitment to ensuring any concerns and complaints are dealt with efficiently and that we operate to the highest standards of openness, honesty and accountability.

Our Commitment

We aim to ensure trainee and stakeholder satisfaction at all times. Anyone involved in any aspect of the delivery, assessment and outcomes has the right to complain if they are dissatisfied with any aspect of the service they receive.

Our Procedures

We ensure that our staff are fully conversant with our policy and how to follow the procedures.

We:

- informally discuss any concerns with trainees or other stakeholders with a view to resolving concerns before a formal complaint is made
- only address a formal complaint when informal discussions and actions do not resolve the issue and if the stakeholder makes a request to do so follow our complaints and whistleblowing procedure to ensure timely and transparent decisions are made and so that any required actions can be carried out without adverse effect on trainees' progress
- ensure that any complaints and disclosures are handled confidentially and only provide to others the information needed to carry out a full investigation and make a response
- ensure that any documentation related to the complaint is maintained confidentially - full details will only be held for 3 months after the resolution of the complaint
- anonymised details of a complaint will be maintained for 5 year(s) after resolution of the complaint to contribute to our continuous improvement process
- ensure that any complaint or disclosure made in good faith will not disadvantage the complainant or lead to victimisation
- monitor complaints and disclosures we receive to review our service and contribute to continuous improvement

Stage 1

This process only applies after an informal discussion has taken place.

- The complaint/disclosure must be made to support@atctraining.co.uk. Complaints must be made using the Complaint Form. Disclosures must be made by email.
- A manager or senior tutor will carry out an investigation, collating all relevant evidence.
- The Learning Support team completes the Complaint Form for complaints, or sends an email for disclosures and responds to the individual within seven days of the complaint/disclosure.
- The individual acknowledges the recommended outcome and signs the form (or responds by email in respect of Disclosures). If resolved, no further action is required. If unresolved, move to Stage 2.

Stage 2

The complaint/disclosure has been escalated to Andrew Cumiskey, who will review the evidence and make a decision. They will then contact all parties with their final decision. Their decision is final.

The complaint form is located at the end of this document. Completed forms should be emailed to support@atctraining.co.uk.

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. 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.

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 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.

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.

For external reporting to Focus Awards, individuals may use the following contact information: Focus Awards – info@focusawards.co.uk

For external reporting to TQUK, individuals may use the following contact information: TQUK – support@tquk.org.

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 or TQUK) 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/>

COMPLAINT FORM

This form should be completed by the person wanting to make a formal complaint. It should be used only after an informal discussion has taken place. Email the form to support@atctraining.co.uk.

Name of Complainant:	
Please give details of the initial discussion that has taken place: Who was engaged in the discussion? When did the discussion take place?	
Please state details of the complaint:	
Signature:	Date of signature:
Investigating Officer:	
Summary of information obtained: Outcome of complaint: Next step:	
Signature:	Date of signature:
Complainant acknowledgement:	
Signature:	Date of signature:

Version History

Version	Reason for publication/change	Date	Author
1.4	Policy review and reformatting inc. version history table. Additional whistleblower information added. Updated Complaint process and addition of form to procedure. References added to TQUK.	09/10/2025	AC