



Eden Training Academy Limited

Policy on

COMPLAINTS & APPEALS PROCEDURES

Policy Approved on: June 2023

Approved by: Dawn Skerritt

This Policy will be subject to review in **1 year** of the approval date or earlier if required or any major changes in legislation or guidelines arise.



This policy is applied to all aspects of the delivery of ESF projects.

Policy Author – Operations Director

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Document Control

Version	Date	Author	Notes on Revision
1	August 18	Nigel Skerritt,	New Policy
2	August 19		Annual Review
3	August 20		Updated
4	June 21		Annual Review
5	July 22	Katrina Chatterton	Annual Review
6	June 2023	Katrina Chatterton	Annual Review

All customers have the right to complain and appeal against any aspect of service delivery. Eden Training Academy Ltd supports our customers when they feel that our service has fallen below their expectations. Each complaint or appeal will be dealt in a professional and courteous manner by a relevant member of staff. The nature of the complaint or appeal will determine which member of staff will investigate and take action

Stage 1

Complaints must be made in writing, clearly stating why the complaint is being made.

If the written complaint is in relation to assessment decisions this should be forwarded to the Operations Quality Manager

All other complaints should be forwarded to the Operations Director

Stage 2

The relevant staff member passes the written complaint to the Operations Director, who must agree a date to speak to the Complainant to discuss and, if possible, resolve the complaint.



Stage 3



Route A

If the complaint takes the form of an appeal on an assessment issue e.g. against an assessment decision, then the assessment decisions appeals procedure is to be followed.

Route B

If the complaint does not take the form of an assessment decision appeal the Operations Director will convene a complaints panel to review the complaint within 10 working days of the Stage 2 meeting.



The panel will investigate the complaint and their decision must be sent to all parties within 10 working days of the panel meeting.

If the complaint is still not resolved then it can be escalated to the qualification regulator or the ESFA.

The Appeals Process (assessment decisions)

Stage 1

All appeals must be made in writing, clearly stating why the appeal is being made.

Candidates can make an appeal against an assessment decision within 20 days of an assessment decision being made.

The written appeal can be handed to the relevant training adviser or sent directly to the support services manager



Stage 2

If stage 1 is not resolved the appeal will be passed to the internal



Stage 3

If the appeal is not resolved at Stage 2, the internal quality assurer will meet with the Operations Quality Manager, who will investigate further and if necessary talk to the complainant within 5 working days.



Stage 4

If the appeal is not resolved at Stage 3, it will be passed to the relevant awarding body or the qualification regulator. Following their investigation the decision is final.