



## Complaints and Appeals Procedure

Responsible officer	Martin Wright
Approved by	Susan Kirby
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Version	Amendment	Pages	Date	Who
4	Review of policy	All	01.06.23	MW
5	Review of policy	All	16.09.24	MW
6	Review of policy	All	13.01.25	SK

## **I. INTRODUCTION**

This policy provides a framework within which learners can make a formal complaint about a situation which is unsatisfactory or unacceptable, or to appeal against an assessment decision with a view to having that decision reversed.

All Castle View customers and service users have the right to complain and to appeal against any aspect of service delivery if they feel that our service has fallen below their expectations. Each complaint or appeal will be dealt with in a professional and courteous manner by the most appropriate member of staff. The nature of the complaint or appeal will determine which department will investigate and take any appropriate action. In some instances, the nature of the complaint will mean that an awarding body complaints procedure will be followed instead of the Castle View complaints and appeals procedure.

### **Applies to:**

All customers and learners

## **II. POLICY STATEMENT**

It is acceptable that at times, a person can feel aggrieved by their treatment, service or assessment outcome, and it is essential that Castlevision Group have a professional mechanism to deal with the complaint.

We treat a complaint as any expression of dissatisfaction with our service which calls for a response.

## **III. PROCESSES**

### ***Recording complaints***

All complaints received by Castle View, verbal or written, will be recorded at the time the complaint is made, or as soon as possible afterwards. The complaint should be recorded by the staff member who took the details, and the appropriate manager informed.

When taking a complaint, staff will record the name and contact details of the complainant, as well as full details of the complaint. Details of all communication with the customer and any actions to resolve the complaint will also be recorded to provide a complete audit trail of how the resolution has progressed.

Recorded complaints will be monitored by the management team to identify any trends, and efforts made to prevent reoccurrence.

Complainants' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

### ***Informing customers of progress***

We strive to resolve all complaints within 28 days. Written complaints will be acknowledged in the same format in which they were received.

Complainants will be given an approximate timeframe at the time they make their complaint and will be informed of the progress of their complaint regularly, especially if there are any delays or changes to what was originally agreed.

Complainants will be informed of any changes to our products or services as a result of their complaint.

Where appropriate, customers who have had a complaint resolved will be contacted at a later date to see if they are happy with how their complaint was handled.

### ***Responding to complaints***

Any individual making a complaint will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. Complaints resolved in this way will still be recorded.

If the complaint can't be resolved immediately, the customer will be given a timeframe, contact details for the person responsible for dealing with their complaint, and details of our complaint handling process.

### ***Escalation of complaints***

If a complaint cannot be resolved by the usual complaint process, it should be referred to the Delivery Manager and the complainant will be informed and given an amended timeframe for resolution.

If we cannot resolve the complaint to the complainant's satisfaction, we will inform them about how they can take further appropriate action with an external body.

### ***Review of complaint handling policy and procedures***

Castlevew Group is committed to continuous improvement and this policy will be reviewed annually.

This complaint handling policy is supported by all staff. We commit to providing this policy to all staff and displaying it in our business for our customers.

**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 Martin Wright, Delivery Manager. All other complaints should be forwarded to Susan Kirby, Employment and Skills Director



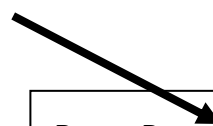
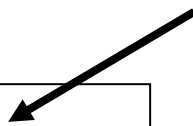
**Stage 2**

The relevant staff member logs the complaint and passes it to the relevant department manager, who will attempt to achieve resolution at the first point of contact. Should this not be possible, a date to meet the complainant to further discuss their issue will be agreed.



**Stage 3**

If the complaint is not resolved at Stage 2, either route A or B is followed as appropriate.

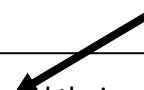
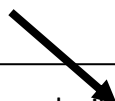


**Route A**

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

**Route B**

If the complaint is not assessment related, the Delivery Manager 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.

## 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 the assessment decision being made.

The written appeal can be handed to the relevant training adviser or sent directly to the internal verifier.



### Stage 2

If the appeal is not resolved at Stage 1 it will be passed to the Delivery Manager within 5 working days.



### Stage 3

If the appeal is not resolved at Stage 2 it will be passed to the relevant awarding body for further investigation. Any decision made by the awarding body is final.