

APPEALS AND FORMAL COMPLAINTS POLICY AND PROCEDURE

Purpose

This policy relates to appeals from learners (including apprentices) and employers, against a decision in relation to the academic work undertaken by that learner and complaints relating to issues contained within service level agreements, systems, policies, or procedures; this includes complaints against employees, associates and contractors of cHRysos HR Solutions Limited.

Scope

This policy applies to appeals and complaints made by:

- Any learner/apprentice enrolled on a programme delivered by cHRysos HR Solutions Limited
- Any employer of a learner/apprentice enrolled on a programme delivered by cHRysos HR Solutions Limited
- Other customers of cHRysos HR Solutions Limited

Appeals and complaints against decisions made by associated awarding/professional bodies must be referred to that awarding/professional body and are, therefore, not covered within this policy. This includes decisions made by external moderators/verifiers/quality advisors.

Definitions

Appeal is defined as a request by a learner for a review of a decision made by a tutor-assessor, HR/L&D Consultant, internal moderator, or internal verifier employed by cHRysos HR Solutions Limited and charged with making decisions on learner progression, assessment, certification, and final award.

Complaint is defined as a statement in which there is an expression of dissatisfaction with a particular situation relating to service delivery or staff employed by cHRysos HR Solutions Limited.

NB: Learners/apprentices, employers and other customers are advised that, before making a formal complaint under this policy, they are encouraged to resolve the issue informally with the individuals providing the service.

Procedure

There are three stages to the formal appeals and complaints' procedure.

Stage 1

- 1.1 Appeals and complaints should be made in writing to the Managing Director **within 21 days of the issue arising.**
- 1.2 Appeals/complaints will be acknowledged in writing **within five working days.**
- 1.3 The Managing Director will appoint an Investigator to undertake an investigation.

- 1.4 The appellant/complainant will be notified in writing of the outcome of the investigation by the appointed person **within five working days**.
- 1.5 If the investigation is likely to take **longer than 5 working days**, the complainant will be notified of the time it is likely to take to provide a written response.
- 1.6 In the case of appeals/complaints involving associated awarding/professional bodies the Managing Director will notify the appropriate External Moderator/Verifier/Quality Advisor of the decisions at the end of this stage.

Stage 2

- 2.1 If the appellant/complainant is not satisfied with the outcome of Stage 1, they may request a review with an alternative Investigator appointed by cHRysos HR Solutions Limited.
- 2.2 This request must be made in writing to the Managing Director **within five days** of being notified of the outcome of Stage 1 above.
- 2.3 In the case of appeals/complaints involving associated awarding/professional bodies the Managing Director will notify the appropriate External Moderator/Verifier/Quality Advisor of the continuation of the appeal/complaints process. Advice will be sought as to whether this process should be passed to the associated awarding/professional body at this stage. If this is the case, then the Managing Director will inform the appellant/complainant as soon as this advice is received.
- 2.4 With the exception of appeals/complaints covered by 2.3 above; the appellant/complainant will be notified in writing of the outcome of the investigation **within five working days**.

Stage 3

- 3.1 If the appellant/complainant is not satisfied with the outcome of the investigation at Stage 2, they may appeal to the Managing Director of cHRysos HR Solutions Limited.
- 3.2 This appeal must be made in writing **within five days of being notified of the outcome of the review at Stage 2**.
- 3.3 The appellant/complainant will be notified in writing of the outcome of the appeal **within five working days**.
- 3.4 The Managing Director's decision is final, although where appropriate, the appellant/complainant may contact the appropriate awarding/professional body if they are not satisfied with the outcome at Stage 3 and follow the professional body Complaints and Appeals procedure.

In the case of apprentices this is the Education and Skills Funding Agency whose complaints procedure can be found at:

<https://www.gov.uk/government/publications/complaints-about-post-16-education-and-training-provision-funded-by-esfa>

The Apprenticeship Helpline can be contacted at:

nationalhelpdesk@apprenticeships.gov.uk

Telephone: 0800 015 0400

8am to 10pm, 7 days a week

For the Chartered Institute of Personnel and Development this is:

cscomplaints@cipd.co.uk

Tel. +44 (0) 20 8612 6208

For Highfield Qualifications this is:

Highfield House, Heavens Walk, Lakeside, Doncaster, South Yorkshire, DN4 5HZ,
United Kingdom

Tel. +44 (0) 845 2260350

Email: confidentialenquiries@highfieldabc.com

Stage 4:

If the learner remains dissatisfied with the outcome following the above steps of appeal, there is a final opportunity to raise their concerns to the relevant qualification regulator.

Confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the appellant/complainant and cHRyos HR maintain confidentiality. However, the circumstances giving rise to an appeal/complaint may be such that it may not be possible to maintain confidentiality (with each appeal/complaint judged on its own merit). Should this be the case, the situation will be explained to the appellant/complainant.

Policy communication

This policy will be made available upon request. Details will be included within learner/apprenticeship handbooks and will be made available to learners/apprentices and employers at induction. A copy is held on SharePoint and the cHRyos VLE.

Action required as a result of an appeal/complaint

If the appeal/complaint is upheld at any stage, then the following action may be considered:

- Notify the appropriate awarding/professional body of the outcome and the consequent action taken by cHRyos HR Solutions to rectify and prevent further such occurrences.
- Adjust service level agreements, policies and procedures as required.
- Ensure staff are informed of any developmental requirements that may have arisen.
- Link into the disciplinary policy if appropriate.

Monitoring and Review

cHRyos HR Solutions Ltd. will collate data relating to appeals and complaints and use this to inform policy development.

This policy will be reviewed biennially to ensure it remains fit for purpose.