



**QTS-Global Ltd**

**Complaints and Appeals  
Procedure**



**Amendments:**

<b>No:</b>	<b>Amendment</b>	<b>Date</b>	<b>Name &amp; Signature</b>
1	Paragraph Numbering	03/07/18	K. Pound

**Review Record:**

<b>Planned Review Date</b>	<b>Review By</b>	<b>Date Reviewed</b>	<b>Next Review Date</b>
Dec 15	K Pound	23 Nov 2015	Dec 2016
Dec 16	K Pound	June 2017	June 2018
June 2018	K. Pound	03 July 2018	July 2019
July 2019			

## **Complaints Procedure**

### **1. Our Aim:**

QTS-Global Ltd is committed to providing excellent services for our customers and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our stakeholders. We therefore aim to ensure:

- 1.1. Making a complaint is as easy as possible.
- 1.2. We treat a complaint as any clear expression of dissatisfaction with our service which calls for a response.
- 1.3. We treat it seriously whether it is made in person, by telephone, by letter, by fax, or by email.
- 1.4. We deal with it promptly, politely, and where appropriate, informally.
- 1.5. We respond in the right way – for example, with an explanation, or an apology where we have got things wrong or information on any action taken etc.
- 1.6. We learn from complaints and use them to improve our service.
- 1.7. We provide responses which are clear and easy to understand.
- 1.8. We are open and honest and deal with matters confidentially.

### **2. How to make a Complaint:**

If you feel you need to make a complaint it is important that you contact us and tell us:

1. What the complaint is.
2. When it happened.
3. What you have done about it.
4. Whom you reported it to and who has been involved.
5. How you would like it resolved.

You can make a complaint in writing, by fax, by e-mail, by telephone or in person.

We would encourage you to let us know your complaint as soon as possible but do ask that you complain within 1 month of the issue first arising.

We believe that the majority of problems can be sorted out by discussing the issues with the relevant members of staff and we encourage you to do this. Where this has not resolved your problem or for some reason you do not wish to discuss your complaint at this level we understand that you may wish to take things further.

There are 3 stages to our complaints procedure:

- Review by the appropriate Manager.
- Review by the appropriate Director. You should advise us why you remain dissatisfied and advise us what you would like to happen to resolve your complaint.
- Review by the Board of Directors. They will receive a report on your complaint including copies of the information you have sent in. You will get a copy of this and be invited along with a friend or representative to discuss your complaint.

### 3. Timescales

We understand that it is important for you to have your complaint resolved as quickly as possible.

At each stage we will provide a response within 5 working days, sooner if possible. In our reply, to avoid any further delays we will also provide you with details of what to do next and a named person to contact if you still remain unhappy.

We can be contacted at:

*QTS-Global Limited*  
The Stone Barn  
West Tanfield  
Ripon  
North yorkshire  
HG4 5JD

Web address: <http://www.qts-global.co.uk>

Email: [enquiries@qts-global.co.uk](mailto:enquiries@qts-global.co.uk)

Tel: 01677 470900

Fax: 01677 470900

#### 4. QTS-Global Appeals against Assessment/Training Decisions

You can appeal if you think your assessment was unfair. The Centre has a clear appeals procedure which includes:

- A formal system of recording appeals.
- Prompt responses within clearly stated times.
- Stages that give all parties the opportunity to put their case forward.
- Clear outcomes at each stage.
- Constructive feedback to you, the learner.

The following steps should be followed if a Learner wishes to appeal against an assessment/training activity or decision:

1. The learner should first discuss the reason for appeal with the assessor/trainer. This should ideally be done as soon as possible after the assessment/training activity or decision.
2. The assessor/trainer must consider the reasons for appeal and must give the learner an immediate response, backed up in writing, of the assessment/training activity or decision and a new outcome, or confirmation of the original activity or decision.
3. If the learner is not satisfied with the assessor's/trainers final decision, the assessor/trainer should be informed immediately and the Appeals Form below should be completed by both the learner and assessor/trainer.
4. The assessor/trainer should inform the Internal Quality Assurance Officer (IQA) / Internal moderator (IM) that a formal written appeal has been lodged within 24 hours of the Appeals Form being completed and provide the Appeals Form and any other relevant details to the IQA/IM.
5. The IQA/IM will reconsider the assessment/training activity or decision, taking into account the learner's reason for appeal, the learner's evidence and associated records, the assessor's/trainer's reason for the assessment/training activity or decision and the opinion of another assessor/trainer from the Centre.
6. The IQA/IM must give the learner the reconsidered decision, in writing, within 5 working days of receiving the appeal.
7. If the learner is not satisfied with the findings of the IQA/IM then the learner has the right to go to an appeals panel and must inform the IQA/IM that they wish to do so.
8. The IQA/IM must provide the Appeals Form, assessment/training record sheets and any other relevant details to the relevant Director.
9. The Director within 10 days of receiving the appeal must ask the Awarding Body to call an appeals panel. The panel will consist of representatives from the Awarding Body.
10. The learner can speak to the appeals panel or be represented by an advisor (or both), or make a written submission. The assessor/trainer who made the

original decision may be asked to attend the appeals panel to answer any questions.

11. The appeals panel will discuss the evidence and a decision must be sent to the learner within 5 working days.
12. The decision of the appeals panel is final.

**See Over for Appeals Form.**

**Appeals against Assessment/Training Activity or Decision**

<i>Learners Name</i>			
<b>Registration No</b>			
Assessor/Trainers Name			
Internal Verifiers/Internal moderators Name			
Date of assessment/training decision (if any)			
Unit/s Assessed/Trained			
Copy of Assessment/Training plan attached			
<b>Reason for appeal</b> (Copy of assessment/Training plan/documentation attached)			
Learner Name		Signature	Date:
<i>Assessors/Trainers Comments (please use additional sheet if required)</i>			
Learner Name		Signature	Date:
<i>Internal Quality Assurance Officer / Internal Moderator Comments/Decision (please use additional sheet if required)</i>			
Date appeal received:		Date of reply:	
<b>IQA/IM Name</b>		<b>Signature</b>	
<i>Appeals Panel Members Names</i>			
<i>Appeals Panel Comments/Decision (Please use additional sheet if required)</i>			
Date appeal received:		Date of reply:	
<b>Signed on behalf of the Panel</b>			
<b>Outcome to be completed by relevant Director:</b>			
<ul style="list-style-type: none"> <li>• Is the learner satisfied? Have they been notified?</li>   <li>• Is the Assessor/Trainer satisfied? Have they been notified?</li>   <li>• Is the Learners Employer/Company satisfied and have they been notified? (give name of contact)</li>   <li>• Has the Awarding Body been notified?</li> </ul>			
<b>Director</b>		<b>Signature</b>	<b>Date</b>