

7 Appeals and Complaints

Appeals and complaints are taken seriously by appa Training.

Appeals

Occasionally, things may go wrong, or you may experience circumstances outside of your control that may impact your academic assessment, award, or progression.

The admin team is responsible for dealing with student representations against their marks and overall results, and for appeals from students who have been informed by their departments that they must withdraw from a course.

Please note:

- **Appeals can only be made once official results have been issued by appa Training staff.**
- **Appeals cannot be based on dissatisfaction with academic provision:** if you have a complaint relating to academic provision, you need to raise this no later than **three weeks before** the examination or assessment affected takes place.

All appeals should be submitted by email within one month of receiving official notification of results.

The Appeals Process

A formal appeal should only be made after the student has exhausted all informal means of resolving the issue.

Any student who wishes to make a formal appeal against an appa Training decision should submit the appeal via email within five working days of receiving notification of the decision. This should be sent to the Training Manager.

The letter of appeal should contain a statement which clearly states the decision which is being appealed, the basis for the appeal and the remedy the student is seeking. The letter of appeal may include new evidence to support the appeal for any personal circumstances that the student wishes to be considered.

appa Training Staff are available to assist the student in drawing up the appeals letter if required.

appa Training will normally acknowledge receipt of the appeal within 5 working days.

An appeal hearing will be held to give the student the opportunity to personally explain the basis of the appeal. The student will be given at least 3 working days notice of the date and time of the hearing.

The student has the right to be accompanied to the hearing by a friend or representative. appa Training should be notified of any person who will be accompanying the student at least one day before the hearing.

The appeal will be held by a nominated panel, normally chaired by a member of the Senior Management Team, within 10 working days of the letter of appeal being received. However, where this timescale is not practicable the period may be extended by mutual agreement.

No member of the appeals panel should have had direct involvement in the decision being appealed.

Normally the decision of the appeals panel will be given verbally to the student and confirmed in writing within 5 working days of the panel being held.

The decision of the appeals panel is final and, subject to the exclusions below, is not subject to further appeal within appa Training.

Further Appeals

Any student who wishes to appeal further against the operation of the appeal process (but not the decision itself) can appeal to the Principal in writing

A review of the documentation will be undertaken to ensure that the Appeals panel has operated within appa Training process. If the principal decides that the process has not been followed correctly he may require a rehearing to be convened by a different panel.

On an unsuccessful appeal, the student may have the right to complain to the external awarding body. This however will be dependent on the Awarding Body's appeal process if indeed they allow appeals direct from students.

Complaints

We ask that all complaints from candidates, learners, teaching faculty and external organisations in contact with appa me ltd who have need to raise a complaint or concern to take the following steps:

1. To communicate the details of your complaint or concern with the administration, via email
 - a. Methods of communication can be submitted in a format of the candidates choosing and attached and submitted by email
2. Await a formal response to discuss the issues further and receive potential resolutions
3. To reflect and agree on resolutions offered
4. To upon request review the implemented solutions

If this stage is not successful, individuals are encouraged to contact the Training Manager in writing, who will then review the issues and agree on appropriate courses of action to resolve them.

Formal Complaints Procedure

1. Submission – Formal submissions are made to the Designated Authority listed below. If you are not happy with the response you may escalate to the next level by submitting the complaint to the next Designated Authority. Complaints made within appa Training are replied to with within 5 working days and resolved within 4 weeks.
2. To remain within our accessibility policy appa will allow submission of a Comment, Complaint in the following formats, via email (as attachments if needed):
 - i. Verbally – As a voice note, with or without support worker assistance;
 - ii. Written
 - iii. Easy Read - we will accept easy-read formats from clients who wish to use this method;
 - iv. BSL - SSE - Makaton – As a recorded video, each submission made using this method will be transcribed to ensure a formal paper version exists
3. Authorisation - depending on the submission it will then be passed on to the correct Panel (also listed below) for resolution.

4. Acknowledgement - and additional responses will be made in the same format that the submission was made (along with a formal printed version for monitoring records).

<u>Escalation Level</u>	<u>Designated Authority</u>	<u>Panels *</u>
First	Course Administration	Teacher Course Administration
Second	Training Manager	Teacher Course Administration Training Manager
Final	Regulator	Ofsted

Initial Response times and resolution will be as follows

<u>Description</u>	<u>Within 5 working days</u>	<u>Within 4 weeks</u>
Comment	✓	
Complaint	✓	
Implement Agreed Actions		✓

Agreed actions will be signed off by the client / stakeholder and appa before being implemented.

All actions that are agreed will take into consideration:

- equality and access for clients and employee ability and skills to deliver the agreed actions
- effectiveness of the solution to resolve the issues and improve on the service
- cost implication and feasibility of financially supporting the new actions.