

Appeals and Complaints Policy

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Introduction

Lighthouse takes all customer concerns extremely seriously and regularly invites feedback from delegates and commissioners.

Appeals Procedure

If a delegate disagrees with an assessment outcome or proposed assessment plan, they will be expected to explain the basis of disagreement to the Tutor at the time of the feedback session. The Tutor must be able to clearly explain to the delegate the reason why the outcome or criteria has not been met, or the rationale for the proposed assessment plan. This discussion does not constitute a formal appeal.

If after this discussion the disagreement has not been resolved, the delegate and Tutor should seek advice from the Quality Manager. The Quality Manager will have responsibility to resolve the issue within 5 working days. This action does not constitute a formal appeal. Should the matter not be resolved, a formal appeal can be invoked.

Records of all formal appeals will be recorded and stored by the Head of Programmes and will be made available to the awarding organisation or any regulatory bodies during an audit. All information will be processed and retained within GDPR and all individuals will be informed of –

- How the data is being used
- How to exercise their rights

Formal Appeals Process

If after the informal appeal process has been completed, the learner wishes to make a formal appeal, they must complete the Appeal Form (Annex A). This form should be sent to the Head of Programmes within 10 working days of receiving the original feedback from the Tutor. On receipt of the formal appeal, the Head of Programmes will conduct an investigation within 5 working days.

The outcome of the appeal may be –

1. Confirmation of the original decision
2. A re-assessment by an independent Tutor
3. A judgement that inadequate evidence was presented and that it did not meet the criteria

Appeals and Complaints Policy

Note - For all End Point Assessment (EPA) appeals, please refer to the relevant IEPAO Policy.

A written decision of the Head of Programmes will be provided to the delegate within 5 working days of the conclusion of the investigation. It should be noted that although every attempt will be made to adhere to the timescales indicated within this policy, these may have to be extended in line with staff availability.

If the delegate is not satisfied with the decision at this stage and the procedure has been exhausted, then they may be referred to the relevant awarding organisation. The awarding organisation should only be contacted when this procedure has been fully exhausted.

If the delegate is still not satisfied with the decision at this stage and the procedure has been fully exhausted, they should contact the relevant regulatory body –

Ofqual <https://www.gov.uk/government/organisations/ofqual>

ESFA <https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

Complaints Policy

Should a situation arise where a delegate is dissatisfied with an element of Lighthouse delivery of CMI accredited programmes or the support provided, the following procedure should be followed:

- In the first instance the candidate should take up the issue with his/her Tutor
- If dissatisfied with the outcome, the delegate should raise the issue with Head of Programmes, either in writing or electronically –

In writing –

Head of Programmes
Unit 13 Riduna Park
Melton
IP12 1QT

Electronically –

harriet@lighthouse-group.co.uk

- The complaint must be received by the Head of Programmes within 30 days of the date in which the incident causing the complaint was raised
- Within five working days, an acknowledgement of receipt will be provided in writing to the person making the complaint
- The Head of Programmes will investigate the complaint and respond to the person making the complaint, in writing, within working 20 days from the date of receipt of the complaint
- The complainant has 5 days to respond
- If satisfied with the outcome, the matter will be closed down and logged

Appeals and Complaints Policy

If the complainant is not satisfied with the outcome of the complaint, they should raise the matter with CMI in line with their documented procedure. If the complaint relates specifically to an CMI issue, this can then be escalated to the CMI themselves if you feel it has not been resolved.

Complaints can relate to any aspect of our performance including (but not limited to):

- The quality of our training delivery
- The quality of our training materials/content
- The skills/attitude of the training consultant and/or other Lighthouse staff
- Errors in accuracy of materials or personal information
- Non-compliance with our agreed processes and procedures

Appeals and Complaints Policy

Annex A

Formal Appeals Form			
Name:		Address:	
Tel No:			
Email:			
Programme Title:		Tutor / Trainer:	
Unit / Learning Outcome		Date of Assessment:	
Evidence Disputed:			
Nature & details of disagreement:			
<p>Continue on a separate sheet if necessary</p>			
Signed:		Dated:	

Appeals and Complaints Policy

If the delegate wishes to make an appeal based on an assessment decision or assessment plan, they should raise the matter with their Tutor at the time of the feedback session.

