**Complaints & Appeals**

Whilst the organisation strives to ensure that learners are fully satisfied, we acknowledge that there may be occasions where this is not always the case. Steps to take are as follows;

### Stage One

Grievance should be in writing and to your assessor outlining the areas you feel met the needs of the qualification and were missed by the assessor

### Stage Two

Upon receipt of the letter of complaint the IQA will be responsible for ensuring that the complaint is investigated. Within **5 Working Days** of receiving the letter of complaint the IQA will write to the individual to acknowledge receipt of the complaint, and explaining how their grievance will be addressed. We aim to resolve all complaints within at the maximum **10 working Days** although always striving to resolve within a quicker time frame.

### Stage Three

If the individual is dissatisfied with the outcome of the investigation, they may consider that rising issues and concerns as outlined by the various Awarding Bodies.

**APPEALS PROCEDURE**

If the learner is not satisfied with the outcome of the complaints procedure, they can appeal in writing to the Quality Assurance Manager.

**Appeal Hearing**

The Quality Assurance Manager will arrange a date for the appeal to be heard by a panel, (within 21 days of receiving written notice). They will also notify External Verifier that an appeal has been logged.

The panel will include the Quality Manager, an Independent Internal Verifier and Independent Assessor, as well as Senior Persons from GTS.

Members of the panel will give a full hearing to both the Learner and the Assessor and both will have the right to bring a representative with them and may also bring witnesses if they wish.

**Outcomes of the Appeal**

1. Confirmation of the original decision.
2. Instruction that the competence be re-assessed by the same or a different Assessor.
3. A judgement that the evidence presented is an adequate demonstration of competence and a recommendation that the assessment decision be reconsidered.
4. In cases of discrimination or harassment: advice and support to the learner to enable them to take the matter further.

If learners consider that the Appeals Procedure has not been carried out properly they can appeal firstly to the Centre and if still dissatisfied to the Awarding Body. The Awarding Body will make arrangements that redress or rectify the situation.

**Anyone wishing to make an appeal should write to:**

Quality Assurance Manager

Gateway Training Solutions Ltd
50-70 Alfred St
Birmingham
B12 8JR

**All documentation regarding appeals will be treated as urgent and confidential.**

* All appeals will be kept on file in a secure location
* This Appeal Procedure will be reviewed annually or sooner if a need is identified.