

Learners Complaints and Appeals Procedure

A candidate may appeal regarding the operation of their course on the following grounds:

1. Discrimination of any sort.
2. Dissatisfaction over assessment decisions.
3. Dissatisfaction of quality of tuition.

The procedure for appealing is as follows:

Stage 1

If you disagree with an assessment, you should first carefully examine the standards or criteria upon which the assessment was based.

If you then still feel that the assessment decision is wrong or unfair, you should discuss your reasons with the assessor concerned as soon as possible but no later than within seven working days.

The assessor will consider your reasons and look again at what you did for the assessment. You will be given a clear explanation, and this will either be a new decision or confirmation of the original decision.

If you agree with this explanation, the appeal stops at this point. If you still feel the decision is wrong, you must tell the assessor. Your appeal will then proceed to Stage 2.

Stage 2

Within 14 working days following the assessors decision you need to lodge an appeal in writing to the Internal Verifier. Please complete the Complaints Form in appendix one and return:

- By post to: ALL ELECTRICAL TRAINING, Harris House, The Pinnacles, Harlow Essex CM19 5AN
- Or by email to: - admin@tradecentretraining.com

Your appeal should give details as to why you feel the assessment decision is wrong or unfair. You should also set out how you have tried to resolve the issue with the assessor.

The Internal Verifier will examine the information supplied by both you and the assessor and reconsider the assessment decision.

You will receive an acknowledgement within 5 working days.

The Internal Assessor will contact you within 14 working days to give you the reconsidered assessment decision. If you agree with the reconsidered assessment decision, the appeal stops at this point. If you are still unhappy with this decision, your appeal will proceed to Stage 3.

Stage 3

Your appeal will go to the Director (Colin Harris), who will review the appeal and Internal Verifier's report within 14 working days. The Director will contact you within 21 working days to give you the reconsidered assessment decision. If you agree with the reconsidered assessment decision, the appeal stops at this point. If you are still unhappy with this decision, your appeal will proceed to Stage 4.

Stage 4

If you are unhappy with the decision made by the Operations Manager, you may raise an appeal with the Awarding Body, (City & Guilds). You are required to send:

- copies of all correspondence between yourself and AET relating to the complaint.
- provide their enrolment number (if known)
- your date of birth
- details of the centre – AET and centre number - 723208

In the first instance, please email feedbackandcomplaints@cityandguilds.com

Alternatively, please write to:

Feedback and Complaints Team
City & Guilds
1 Giltspur Street
London
EC1A 9DD

The awarding body will inform you in writing of the outcome. Their decision is final.



CONFIDENTIAL ~ COMPLAINTS FORM

Address: Harris House, The Pinnacles, Harlow Essex CM19 5AN

If you intend making a **formal** complaint about the delivery and quality of services received, or about the delivery of teaching/supervisory provision or any other matters relating to a programme of study, you should use this form to put forward your case. Before completing this form, please ensure that you have read the All Electrical Training Complaints & Appeals Procedure. You should expect an acknowledgement within 5 working days and will be informed of the outcome of your complaint in due course.

This form should be passed onto the Director (Colin Harris)

Please keep a copy of this form for your records, plus any material you submit.

SECTION A - YOUR DETAILS

Title		Forename(s)		Family Name	
Address					
				Postcode	
Course Programme of Study					
City & Guild course Number (if applicable)					

SECTION B – NATURE OF THE COMPLAINT

Please set out below the main points of your complaint:

Use an additional sheet where necessary.

SECTION C - AN OUTLINE OF THE ACTION YOU HAVE TAKEN SO FAR

Please outline the steps you have already taken to resolve your complaint *informally*:

With whom was it discussed?		Date discussed	
Name (i.e., Trainer or Assessor)			

If applicable, please give the name of your trainer or other representative, indicating whether or not they are legally qualified.

Describe the outcome of any action taken so far and explain why you believe that the matter has not yet been resolved.

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SECTION D - DESIRED OUTCOME

Please describe the action you would like to see taken in order to resolve the complaint to your satisfaction.

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SECTION E - DECLARATION

I believe that the above information is accurate. I confirm that details of this complaint can be passed on to my adviser or representative (if applicable).

Signature:		Date:	
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PLEASE LIST OR ATTACHED ANY DOCUMENTARY EVIDENCE AND MAKE SURE YOU KEEP A COPY (e.g., any correspondence, list of dates when events occurred, or other documentation related to your complaint).

FOR OFFICE USE ONLY:			
Acknowledgement sent:		Reply Sent:	
Complaint forwarded to department(s):		Response received:	
What action (if any) is now needed?			