

Complaints and Appeals Procedure

Richmond Training Academy

1. Introduction

This document outlines the process that should be followed by apprentices, tutors, skills coaches, partners, or employers who are involved with training and or qualifications offered by Richmond Training Academy.

2. Complaints Contact Arrangements

All complaints should be made in writing to Richmond Training Academy

Unit 9 Rossmore Business Village,
Inward Way,
Ellesmere Port,
CH65 3EY.

Richmond Training Academy will also allow complaints to be made in person if required.

3. Appeals Procedure

The appeals process is not a method of circumventing or setting aside the professional judgement of our Skills Coaches on the performance of an apprentice, it is a way of ensuring that as far as possible all relevant circumstances affecting the learners' performance are brought to light and considered before a final decision is taken. Consequently, if an appeal is successful, the decision reached will normally be following the regulations set out by the awarding organisations.

Learners/employers could complain/appeal to the centre about the following areas:

- Information, Advice and Guidance provided by Richmond Training Academy
- Access to assessment and training
- Process of assessment
- Access to internal quality assurance
- The handling of an appeal
- Administrative issues, e.g., failure to register/apply for certification.
- Employers could complain to the centre about the following areas:
 - Information, Advice and Guidance provided by Richmond Training Academy
 - Access to assessment and training
 - Process of assessment
 - Administrative issues
 - Assessment issues, e.g., failure to register/apply for certification.

Where a complaint/appeal is to be made, this should be lodged with the

Contract Manager – ,
Contact email sue.evans@richmondtraining.org
Phone 01244 344322.

The Quality Manager will:

Attempt to find a solution with the apprentice, skills coach/tutor, and internal verifier, for example through another assessment or re-consideration of the evidence/work/ assessment

Where this does not resolve the situation, the Quality Manager will:

Set a date for the appeal/complaint to be considered by an appeals panel

Notify the EQA that an appeal/complaint has been lodged and give details of how it will be heard, including the composition of the appeals panel

The appeals panel will meet to consider the appeal within 20 working days of the Quality Manager receiving the appeal.

The appeals panel will be constituted to be objective and independent

No one involved in the original assessment will be on the panel

The panel will ensure that it has full accounts from all parties involved in the assessment

Appeals can be made directly to the awarding organisations, please see the learner handbook located on OneFile and the shared drive, a hard copy can be requested from the Quality Manager.

Awarding organisations that Richmond Training works in partnership with:

NCFE - @ <https://www.ncfe.org.uk/>

Date of issue: 09.06.2021

Version number: 6

Signed by a senior responsible person: Susan Evans (Contract Manager)