

## AIM

This procedure describes how complaints and appeals are processed and how the associated responsibilities are allocated.

## APPEALS PROCEDURE

The appeals procedure may be used by Centre's or candidates. Centre's can appeal against decisions or action points made by an external verifier. Candidates may appeal where they disagree with an assessment decision, or consider the assessment process was unfair (*i.e. Conflicts of Interest – see Instructor/Assessor Code of Practice*), or wish to query a written/ computer based test.

It is the policy that appeals against assessment decisions will be treated both fairly and openly. MWMAC acknowledges the right of any candidate who has applied for training and or assessment to challenge the outcomes of their assessment if they consider that it has not been carried out correctly. All candidates /trainees will be made aware of the right to access the MWMAC complaints procedure in our trading terms, and at candidate induction.

## COMPLAINTS PROCEDURE

Complaints may be made about any aspect of the service provided by the Centre, and its representatives, and can be made by Centre's, Instructors, Assessors, or candidates. If in the view of the Centre the complaint is purely an internal matter the correspondence will be copied to the relevant parties for comment and the action taken to resolve the matter. A log of complaints is made to make sure that appropriate action is taken.

## RESPONSIBILITIES FOR BOTH COMPLAINTS AND APPEALS

1. MWMAC will make all Candidates aware of their right to appeal against decisions made by Assessors. MWMAC will make the Complaints and Appeals Summary and Notification Form available to all Candidates upon Request (Appendix 1a & 1b). All complaints and appeals must be made within 10 working days of the assessment or the incident
2. MWMAC will aim to resolve all complaints and appeals in house initially in accordance with this policy. This does not preclude Candidates from taking their complaint or appeal to the awarding body if they are dissatisfied with the in house outcome. This may be via MWMAC or direct to the awarding body. In either case the Quality Assurance Officer/ Customer services officer must be contacted and will require that the complaint or appeal be confirmed in writing.
3. Only written complaints and appeals will be processed in accordance with this procedure. Copies of the awarding body's appeals procedure are available from MWMAC or by visiting the following:  
[http://www.cityandguilds.com/~media/Documents/help/complaints/CityandGuilds\\_Complaints\\_Policy\\_0416.ashx](http://www.cityandguilds.com/~media/Documents/help/complaints/CityandGuilds_Complaints_Policy_0416.ashx) .
4. MWMAC will log all correspondence
5. Anne Hughes (MWMAC Director), if necessary, will (within 15 working days of receipt) appoint an appropriate investigating officer. The Centre is responsible for payment of the investigating Officer.
6. Anne Hughes will contact the plaintiff with the result and where necessary is responsible for negotiating resolution of complaints and appeals with the plaintiff and for signing off complaints and appeals Progress Log

## NVQ COMPLAINTS AND APPEALS PROCEDURE- For inclusion at Induction

If a candidate feels that an assessment decision made by their assessor is unfair, they should, initially, verbally inform their assessor at the time of the decision setting out their reasons for dissatisfaction and itemizing the areas where they feel they have not been fairly assessed. The ongoing assessment, review and action plan should clearly state the areas where the assessor feels that the candidate needs to collect more evidence and a clear plan to identify how the learner should collect evidence must be identified. If the candidate is still aggrieved following the assessor's explanation, an appeals Letter should be completed and given to the assessor in a sealed envelope marked 'CONFIDENTIAL' for submission to the Internal Verifier.

The assessor will verbally acknowledge receipt of the appeals letter and will submit it to the Internal Verifier with the following documentation;

- All evidence put forward by the candidate for the assessment under question
- The ongoing assessment, review and action plan

The Internal Verifier will normally make a decision within 10 working days of the assessment taking place and provide clear written feedback directly to the learner. If the Internal Verifier cannot reach a decision on the basis of the information given, or if the candidate does not except that decision, it will be referred to the Centre Manager. If the grievance is resolved and the

candidate accepts the decision no further action will be taken. A record will be forwarded to and kept by the Centre Manager. If the appeal is unresolved or if the Internal Verifier cannot agree on its resolution the matter will be dealt with by the Centre Manager. The Centre Manager will make her decision within three weeks of receiving information from the IV. She will arrange to meet the candidate, assessor and Internal Verifier concurrently and make a decision based on these interviews and the paperwork supplied to her. She will give a decision verbally to the candidate and follow this up, as soon as practicable, with a written summary. The final stage of appeal, if the learner is still aggrieved with the Centre Manager's decision, is to refer the matter directly to CAA Quality Adviser. Details will be supplied directly to the candidate when all other avenues of appeal have been exhausted. A record of all appeals will be kept by the Centre Manager.

**If as a Centre we discover issues of malpractice we shall:-**

We are required as an approved Centre to report all cases of alleged and proven malpractice that we identify in your Centre to the awarding body. All staff including assessors, trainers, internal verifiers, quality assurance staff and administrators must have detailed knowledge of the center's malpractice policy. Have in place a documented 'whistle blowing' policy that has been communicated to all Centre staff to enable them to safely report malpractice- see separate policy

**NVQ Centre Complaints Procedure**

Centre Management recognises that there may be times when individuals feel aggrieved and may wish to complain about matters other than assessment decisions which are handled through the appeals procedure. In these instances the recognised complaints procedure is as follows;

1. The complainant should complete and return a 'Complaints form' to the Centre Manager.
2. Receipt of the complaint will be acknowledged in writing.
3. The complaint will be reviewed by the Centre Manager and she will decide whether the nature of the complaint impacts on the quality standards of NVQ delivery or if it relates to other areas of the business which does not affect the assessment process.
4. The Centre Manager will deal with the complaint accordingly. Those involved in the complaint will have the right to attend any scheduled meetings to express their views in person.
5. If the complaint cannot be satisfactorily resolved by the Centre Manager it will be referred to the remaining two Centre Directors.

**PROCEDURE 11B: Candidate Complaint & Appeals for Lantra Awards / NPTC City & guilds**

**Appeals Summary**

If you wish to **APPEAL** against any decision made by the Instructor/Assessor, or query a written/ verbal/ practical test result please read the summary below.

Or if you wish to **MAKE A COMPLAINT** about any aspect of the service provided by the Centre, and or its representatives

1. Please discuss your concerns with the Assessor or Contact Janet Rowlands at the Centre.
2. If not satisfied you can request a full copy of the MWMAC Complaints and Appeals procedures.
3. Your Complaint/Appeal must now be lodged in writing. Please complete the Complaints and Appeals Notification Form appendix 1 or 2 (please retain a copy for your own records) and return to : Director, Anne Hughes, MWMAC Ltd, Unit 4 East Street Enterprise Park, Rhayader, Powys, LD6 5ER **Mark Confidential**
4. The Centre is committed to processing your complaint or appeal and informing you of the outcome within a maximum of 10 working days. The actual time will depend on the nature of the complaint or appeal.
5. There may be a charge for processing a complaint or appeal by Candidates.
6. If you are still not satisfied with the outcome of your complaint or appeal you have a second line of recourse to the relevant Awarding Body. – City & Guilds NPTC or Lantra Awards
7. You may request from MWMAC or from the appropriate awarding body direct a copy of their complaints and appeals procedure.
8. As before your complaint or appeal must be in writing. If you have retained a copy of the completed Complaints and Appeals Notification Form , please send this to the address below:-

**FOR City & Guilds NPTC**

The Quality Assurance Officer  
City & Guilds  
Building 500  
Abbey Park  
Stareton  
Warwickshire CV8 2LY

**FOR LANTRA AWARDS:**

Customer Services Manager  
Lantra Awards  
Lantra House  
NAC Kenilworth  
Warsickshire CV8 2LG

**FOR CITY & GUILDS**

Customer Relations

City & Guilds

Giltspur Street

London

EC1A9DD

*Revised Nov 2016 VL*

Appendix 1a  
**MWMAC Ltd. COMPLAINT FORM**

Instructor/Assessor Name: .....  
*Please delete as appropriate*

Candidate/ Trainee name :.....  
*Please delete as appropriate*

This complaint is from : .....

If not the candidate please state relationship to the candidate:.....

Course assessment date :.....Venue :.....

The complaint is about;.....  
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Please attach a written account giving full details of the complaint, if insufficient space above and return to MWMAC Director  
**Anne Hughes, MWMAC Ltd, Unit 4 East Street Enterprise Park, Rhayader, LD6 5ER**

Appendix 1b  
**MWMAC LTD. APPEAL FORM**

Instructor/Assessor Name: .....  
*Please delete as appropriate*

Candidate/ Trainee name :.....  
*Please delete as appropriate*

This complaint is from : .....

If not the candidate please state relationship to the candidate:.....

Course/ assessment date :.....Venue :.....

The appeal is about.....  
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Please attach a written account giving full details of the appeal, if insufficient space above and return to MWMAC Director  
**Anne Hughes, MWMAC Ltd, Unit 4 East Street Enterprise Park, Rhayader, LD6 5ER**