

# **COMPLAINTS & APPEALS POLICY**

## COMPLAINTS & APPEALS POLICY

### Statement of Intent

This procedure is designed to provide you with the means of obtaining a quick, fair, and impartial response to any complaint you have with Education & Learning Academy Ltd (ELA).

Complaints provide ELA with an opportunity to listen, learn and act on the feedback of our stakeholders. Privacy and confidentiality will be assured unless disclosure is necessary to progress the complaint, in which case you will be notified in advance of the disclosure.

### Definition and Scope

A complaint is an expression of dissatisfaction about the performance or conduct of a member of ELA staff (or someone who we have appointed to perform a role on our behalf), and/or the quality of the education, training or service delivered.

At ELA we are committed to providing the best quality service. However, we recognise that from time to time there may be a need for you to raise a concern about an aspect of our work or the conduct of our staff. We take all feedback very seriously and we are continually working to improve the level of service we offer. Below you will find the different ways you can contact us, what you can expect when you do contact us and how we use your ideas to make sure that we offer the highest level of customer service.

#### Our pledge to you is that:

- We will handle your complaint swiftly and keep you informed of the situation.
- We will treat you with respect.
- We will investigate all complaints thoroughly and objectively.
- We will send you a full response which addresses all the issues you have raised.
- We will provide clear guidelines about what to do if you are unhappy with our response.
- We will record and monitor all complaints.
- We will take the relevant actions to continually improve the level of service we offer.

You are entitled to invoke this complaints procedure if you feel dissatisfied with any aspect of the service to yourself provided by ELA. The following matters are specifically excluded from its provisions:

- Disciplinary matters for which there is a separate procedure.
- Any matter determined by legislation.

Whilst it may not always be necessary to hold face-to-face meetings with you when considering your complaint, either party may request a meeting. Throughout the complaints procedure you have the right to be accompanied to all meetings by a person of your choice

## COMPLAINTS PROCEDURE

### Informal stage

1. If you have a complaint, you should take it up in the first instance with the member of staff directly concerned within seven working days of the issue arising. This is often best done verbally and informally, although you may present your complaint in writing if you wish.
2. The member of staff involved will report back to you within five working days and attempt to resolve the issues raised. Most complaints do not progress beyond this initial stage.

### Formal stage

1. If you are not satisfied with the outcome of the informal stage, you may refer the matter in writing to the Company Director within seven working days of the response at the informal stage. Please address your complaint to [info@ela-training.co.uk](mailto:info@ela-training.co.uk)
2. It is important that you detail in your complaint:
  - Your name
  - How you may be contacted (preferably address and telephone number)
  - The general nature of your complaint
  - The specific substance of your complaint (including names, dates, and documentary evidence where relevant)
  - Details of the action you have taken under the informal stage, and the outcome, reason for your dissatisfaction and any proposals you may have for its satisfactory resolution
3. The Company Director will acknowledge the complaint within five working days of receipt. The Director will then consider whether the complaint is well-founded. If it is not, the complaint will not proceed, and the complainant will be informed within ten working days of the reasons why the complaint was found to be not well-founded.
4. Alternatively, if the complaint is well-founded, the Company Director will contact the student or member of the public within ten working days to inform them they will be dealing with the complaint.
5. The Company Director will provide a final written response within a further twenty working days where possible and will maintain a record of the complaint.
6. All formal complaints should please be referred to the Senior Leadership Team, Education & Learning Academy, Suite 104, 1 Meadlake Place, Thorpe Lea Road, Egham, Surrey TW20 8HE - Telephone 0208 0171425 / [info@ela-training.co.uk](mailto:info@ela-training.co.uk)

## COMPENSATION AND EXPENSES

Education & Training Academy Ltd, may, at its discretion, reimburse the successful complainant reasonable and proportionate incidental expense, necessarily incurred, and claimed by complainants.

ELA's total liability to you in respect of all other losses arising under or in connection with the Terms and Conditions, whether in contract, tort – including negligence, breach of statutory duty, or otherwise – shall in no circumstances exceed the value of the Course Fees received.

## APPEALS PROCEDURE

Should a learner disagree with an assessment decision they have the right to appeal against it. This procedure describes the process for this.

### Stage 1

Following the assessment and feedback of the assessment decision, if the learner disagrees with the outcome of the assessment, they need to query it verbally with the assessor straight away.

### Stage 2

If the query cannot be resolved directly between the learner and the assessor and the learner is still not satisfied, the next stage would be for the learner to speak to the lead Internal Quality Assurer of the division (IQA) and if possible, put the query in writing to the Lead IQA (using the email address [info@ela-training.co.uk](mailto:info@ela-training.co.uk)). The Lead IQA will respond within 10 working days.

### Stage 3

If the lead IQA followed by the Divisional Director are unable to resolve the learner's complaint, this will then need to be forwarded in writing to the Centre's External Quality Assurer (EQA) as representative of the relevant awarding body. ELA will aim to gain a response from the EQA within 10 working days, where this is not possible ELA will keep the Learner updated on timescales.

### Stage 4 (Final stage)

If the External Quality Assurer (EQA) is unable to resolve the learner's query, then the Awarding Organisation Lead EQA will need to make a final decision which the learner will be unable to appeal against. ELA will aim to gain a response from the Lead AO EQA within 10 working days, where this is not possible ELA will keep the Learner updated on timescales.

## REVIEW

The effectiveness of this policy and associated arrangements will be reviewed annually under the direct supervision of the Chief Operating Officer (COO).

Adoption Date	Updated	Review Date	COO
08/2018	15/7/25	15/7/26	