



# COMPLAINTS AND APPEALS PROCEDURE

RoATP

## Abstract

Logistics and Distribution Training want customers to receive the most out of their programme and to have a really enjoyable learning experience. We use feedback from learners, positive or negative, to improve our services and processes for the benefit of all our learners.

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## **Purpose**

Everyone at Logistics and Distribution Training wants you to get the most out of your programme and to have a really enjoyable experience. We use any feedback that you give us, positive or negative, to improve our services and processes for the benefit of all our learners.

## **Strategy**

In the regrettable event that you feel you haven't received the best treatment from any member of staff, you have the right to make an official complaint and to have this dealt with professionally and speedily.

We would hope that any issues you have can be resolved informally by talking in the first case to your programme contacts including your skills coach or programme manager. If you feel uncomfortable with this, or doing this does not bring about a resolution that you are satisfied with, then your programme manager will consider the circumstances surrounding your complaint and progress it as necessary.

All staff dealing with complaints, where appropriate, will seek guidance and advice from other internal or external sources in order to reach a mutually satisfactory resolution. However, any information supplied by you will remain confidential for use only as part of the complaints process. Only staff directly involved with the complaint and any subsequent investigation will be given access to the details. The identity of all parties will be protected, though anonymous complaints will not be accepted.

## **Implementation**

If you raise a complaint, Logistics and Distribution Training will:

1. Acknowledge receipt of your complaint by telephone or in writing
2. Tell you who will be dealing with your complaint
3. Tell you what action will be taken
4. Tell you when you can expect a resolution
5. Keep you informed of the advances being made with your case

Step 1: Logistics and Distribution Training acknowledges that there are two sides to every dispute therefore both parties will be given the opportunity to substantiate their version of the issue/incident. Full disclosure of any allegations or evidence will be made to both parties.

Step 2: All complaints will be recorded on a Customer Complaint Log. The log will be closely monitored by Logistics and Distribution Training quality manager throughout the process until a satisfactory resolution can be achieved.

Step 3: Any party involved in a meeting to do with the complaint has the right to be accompanied and represented by a person of his or her choice at every relevant stage of the procedure and Logistics and Distribution Training staff have the right to be accompanied by their line manager.

Step 4: Where a complaint cannot be dealt with by a programme manager, it will be escalated to the managing director.

Step 5: You will be given the results of any investigations as soon as possible after any conclusions have been reached, either verbally or in writing.

### **Appeals Procedure**

If you are not happy with the assessment decision carried out by your trainer/skills coach, you may wish to discuss the possibility of appealing against the decision.

Step 1 – the skills coach: If you do not agree with an assessment decision, an appeal can be made through your skills coach/instructor immediately afterwards. All reasonable steps should be taken to resolve the situation through discussion with your skills coach/instructor who will answer any questions and give further advice on any additional evidence which needs to be provided.

The skills coach's/instructor's decision should be made within 10 days of the appeal being raised.

Step 2 – the IQA: If you are still dissatisfied and it has not been possible to resolve the situation through discussion the appeal can be referred, in writing, to your IQA who will independently assess the decision by considering the evidence contained within your portfolio and also by questioning the skills coach/instructor about your performance.

The IQA's decision will be made within 10 days of the appeal being raised.

Step 3 – the Appeals Committee: If you are still dissatisfied, or the IQA has not been able to resolve the situation your appeal can be raised with the Appeals Committee consisting of the programme manager, IQA, skills coach/instructor, and another qualified skills coach/instructor from the same vocational area and yourself (if you wish to attend).

The committee's decision will be made within 14 days of the appeal being raised.

Step 4 – the employer: If you are still dissatisfied with the outcome of the steps above, you may contact your employer who will investigate your concerns further. Our IQA will work with you and your employer to find a resolution. The employer's decision is final.

### **Confidentiality**

Logistics and Distribution Training will maintain confidentiality at all times and will only disclose information to others as is necessary to complete any investigation.