



THE VOCATIONAL ACADEMY

COMPLAINTS & APPEALS POLICY



Apprenticeships



**Education & Skills
Funding Agency**



Highfield

awarding body for compliance

Approved HABC Centre

YMCA
awards



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Complaints and Appeals Policy

Introduction:

The Vocational Academy (TVA) is committed to providing an excellent apprenticeship delivery to meet the needs of all concerned. TVA is committed to best practice and quality in delivery, assessment and decision-making. However, from time to time situations arise where an apprentice may disagree with an assessment decision or have a complaint about any aspect of the apprenticeship delivery. This document sets out our complaints and appeals procedure which should be followed by apprentices, providers, employers or members of the public if they have queries or concerns about any aspect of apprenticeship delivery carried out by TVA.

Scope

This document only covers appeals and/or complaints that apprentices, members of the public, providers or employers may wish to make in relation to apprenticeship delivery carried out by TVA. This policy is not to be used to cover enquiries or complaints about other qualifications or services offered by TVA. For enquiries or complaints about our other services/qualifications, please see our standard appeals and complaints procedures, or our specific policy relating to that aspect of our business.

Review

TVA will review this policy annually as part of our self-evaluation process and revise it as and when necessary in response to customer and learner feedback or requests. Where required, we will amend this policy in response to feedback that demonstrates a trend in complaints and appeals, or as a result of any changes in requirements from regulatory bodies.

If you have any points or feedback regarding this policy, please contact us via the details provided at the end of this policy.

Procedures

TVA distinguishes between complaints and appeals. A complaint is an expression of being dissatisfied with our services or facilities provided as part of our apprenticeship delivery. An appeal is a specific challenge to judgements made in relation to an assessment decision on a vocational course or formative assessment within an apprenticeship - NOT end point assessment, as this is conducted by a third-party organisation that will have their own complaints/appeals procedure. It is TVA's policy to ensure that all complaints and appeals are thoroughly investigated and given fair consideration, with findings any findings communicated in a timely fashion (typically within ten working days). TVA has two procedures contained within this document:

- Apprenticeship delivery complaints procedure
- Assessment appeals procedure

Apprenticeship delivery complaints procedure

All TVA staff have been trained to work with apprentices, employers and members of the public. Complaints about any aspect of our apprenticeship service should normally be submitted to TVA by the employer or apprentice. If an apprentice has made a complaint that they feel hasn't been resolved by their employer, they can make a direct complaint to TVA.

Should an apprentice wish to make a direct complaint to TVA, they will need to complete the complaints form below (appendix 1). After which, a thorough and fair investigation will be made with a response within 10 days.

Assessment appeals procedure

If a learner, apprentice or employer doubts the accuracy of any assessment result, the learner, apprentice, or employer should submit an appeal in writing using the form outlined in appendix 2. The form should then be submitted to the quality assurance manager via the contact details displayed. If the assessment result is found to be incorrect, the result will be overturned, with re-assessment arranged where required with another assessor and IQA present. Furthermore, investigation into the assessment process will be conducted, with findings communicated to the learner, apprentice or employer throughout. Should an appeal be unsuccessful, the learner, apprentice or employer will have the right to appeal further, where an independent panel of relevant professionals will be drafted to make a final decision.

Upheld complaints and appeals

If any part of a complaint or appeal is considered successful, or identifies issues with any of our procedures, TVA will respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements. For example, TVA may arrange staff training, keeping the complainant informed of any relevant outcomes. In extreme circumstances, internal disciplinary procedures may be exercised where the performance of our Independent Assessment Examiners is deemed unsatisfactory. In situations where a complaint or appeal indicates a failure in our end-point assessment processes, we will take actions such as:

- Make improvements and ensure that the failure does not recur in the future
- Identify if any other apprentice may be affected by that failure
- Correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure

Contact details

Quality manager, second floor unit 1 Eldon Way Industrial Estate, Hockley, Essex, SS5 4AD

01702 596022

admin@thevocationalacademy.co.uk

Appendix 1: Complaints Form

Please complete the form below and e-mail to admin@thevocationalacademy.co.uk where your complaint will be dealt with quickly, efficiently and confidentially. We will aim to respond to your complaint within 14 days of receipt of your completed form.

Name of complainant: _____

Date of complaint: ____/____/_____

E-mail: _____

Contact details:

Address:

Mobile number: _____

Date of reported incident: ____/____/_____

Incident location: _____

Complaint details:

If handwriting, please use a continuation sheet if required

Desired outcome:

If handwriting, please use a continuation sheet if required

Signature: _____

Appendix 2: Assessment Result Appeals Form

Apprentice/Customer Name:	
Employer Name:	
Assessor Name:	
Quality Assurer:	
Date of Assessment:	
Date Assessment Decision Received:	
Date of appeal:	
Please enter the details of your appeal below:	
Signature:	
Assessor response:	
Name:	
Signature:	

Evidence reviewed and outcome of decision:

Name:

Signature:

Position: