



## **COMPLAINTS POLICY & PROCEDURE**

If you are unhappy with the quality of service you receive from our team, we will endeavour to set things right. We are committed to provide the highest standard of service to all of our customers and aim to get it right first time.

How do I make a complaint?

### **Informal Procedure**

Our aim is to resolve any complaint quickly and you are invited initially to bring any matter of concern to the attention of the team member with whom you have been dealing. However, if you still feel dissatisfied after this approach, you may initiate a formal complaint in writing.

### **Formal Procedures – Step 1**

All formal complaints should be in writing. Please provide as much information as possible along with contact details, such as name, telephone number and postal address. We will handle any personal data you provide in accordance with Data Protection Act 1998.

Complaints Officer  
ECM Southwest Ltd  
32 High Street  
Taunton  
Somerset  
TA1 3PN

Or email us at [ECMSouthwest@outlook.com](mailto:ECMSouthwest@outlook.com)

**In all cases the ECM Southwest Ltd will:**

- acknowledge receipt of your complaint. We will normally issue a letter of acknowledgement within two working days of receiving your complaint
- treat your complaint in a confidential manner
- refer your complaint to the relevant Director
- carry out a thorough investigation
- aim to provide a written reply to your complaint with a full explanation of the outcome of our investigations within 20 working days and, where this is not possible, let you know when a reply can be expected
- apologise if we have made a mistake or if a problem has been caused by us
- let you know what we have done to put things right

### **Formal Procedures – Step 2**

If you are still not satisfied with our response, you can write to the Complaints Officer giving your reasons. The Complaints Officer will ask another member of the senior team to undertake a review. The official will aim to reply within 20 working days. If this deadline cannot be met, we will advise you when you can expect a full response. At this stage you will be advised that you have used all the steps in Department's complaints procedures.



## ASSESSMENT APPEALS PROCEDURE

### Appeals process

#### **Step 1**

- Learner discusses issues with assessor (it is advised that both parties make every effort to resolve the issue informally).

*Learner satisfied: no further action*

#### **Step 2** *If learner dissatisfied.....*

- Learner makes a written request to Assessor within two weeks of feedback of the outcome of the discussion in Step 1, outlining the specific unit of work to be reassessed and the grounds for reassessment.
- Assessor logs the appeal with the Internal Verifier (IV) for the programme.
- The IV reviews the assessment and notifies the learner of his/her judgement. If a reassessment is judged to be necessary by the IV, the timing of reassessment will vary according to individual vocational area arrangements. (There may be no early opportunity to repeat a "live" assessment, for example, in an NVQ programme but an unreasonable delay can be the basis of a further appeal).

*Learner satisfied: no further action.*

#### **Step 3** *If learner remains dissatisfied.....*

- Written appeal must be made to the Centre Manager within two weeks of the feedback of the reassessment decision.

**NB:** If the Assessor is also the Centre Manager and/ or the Internal Verifier, or if the Internal Verifier is the Centre Manager, he/she will make arrangements for another Internal Verifier to receive the appeal. Again, the learner should clearly outline in the written appeal the specific units of work in question and the reasons for appeal.

*Learner satisfied: no further action.*

#### **Step 4** *If learner remains dissatisfied.....*

- The Centre Manager will then be consulted over action to be taken. He/she will review the assessment and the process of appeal so far.
- The Centre Manager will discuss the matter with the learner as a summary of the process so far and to discover if a resolution to the situation can be achieved.

*Learner satisfied: no further action.*

#### **Step 5** *If learner is remains dissatisfied.....*

- The matter will be referred by the Centre Manager to an External Verifier who will check that all stages of the appeal have been carried out correctly. The Centre Manager will respond to the learner within 2 weeks of referral.
- A final decision will be made by the External Verifier.