

COMPLAINTS AND APPEALS POLICY

Introduction

LWDW has comprehensive quality assurance procedures. In the event that these systems fail, a complaint or appeal may be made by a learner or their representative.

The aim is:

- To enable the learner to enquire, question or appeal against an assessment decision or raise any issue which they have found inappropriate.
- To attempt to reach agreement between the learner and the assessor at the earliest opportunity.
- To standardise and record any appeal or complaint to ensure openness and fairness.
- To facilitate a learner's ultimate right of appeal to the awarding body, where appropriate.
- To protect the interests of all learners and the integrity of the programme.

In order to do this, the centre will:

- inform the learner at induction of the LWDW Training Complaints and Appeals Policy and procedure, as well as how to access Crossfields Institute's policies.
- record, track and validate any appeal.
- forward the appeal to Crossfields Institute when a learner considers that a decision continues to disadvantage her/him after the internal appeals process has been exhausted.
- keep appeals records for inspection by Crossfields Institute for a minimum of 18 months.
- have a staged appeals and complaints procedure.
- take appropriate action to protect the interests of other learners and the integrity of the programme when the outcome of an appeal questions the validity of other results. Take appropriate action following the investigation into any complaint.
- monitor appeals to inform quality improvement and any complaints to improve our procedures and practices.

Complaints and Appeals Procedure

Complaints

If a learner has a complaint or grievance about any matter, academic or non-academic, he or she is encouraged to raise the matter at an early stage with an appropriate member of staff. If the matter is not resolved at this stage, the learner may take the matter to the IQA or Director. There is a right of appeal against the decision of an examiner.

1. Learners are encouraged to approach the person/people in question for an informal discussion.
2. If needed, learners are recommended to write a letter to the relevant member of staff stating the problem.
3. The letter will be discussed at the next appropriate meeting and a written response will be sent back to the learner as soon as possible and within 20 working days.

Appeals

An appeal is a formal request by a learner that LWDW Training undertakes an investigation and to arrive at a decision.

If you are dissatisfied with the outcome of a complaint and you think that you have grounds, you can make a formal appeal. To make a formal appeal you should write to Head of Centre within 28 days of the date of the response to your query.

You should explain the grounds for your appeal and attach any information or correspondence that you consider relevant. LWDW will send an acknowledgement of your appeal within three working days of receiving it and tell you who has been asked to consider your appeal. Assessment outcome appeals will investigate the procedures followed and will not include a review of learner's work. The learner's documentation will be retained during the appeal procedure.

The person who is asked to consider your appeal will look at:

- Whether there are grounds for upholding your appeal
- Whether the decision was taken fairly and correctly in accordance with the Centre's policy and procedures
- Whether all the appropriate information was taken into account

Rights and responsibilities

LWDW will:

- Make sure that all the points you raise are properly and impartially considered, and that there is no potential conflict of interest
- Explain the outcome clearly, and ensure that you know what further steps are open to you
- Allow a friend to accompany you to any hearing
- Respect confidentiality by disclosing only the information that is necessary to consider and respond to your appeal, and only to staff who need it for those purposes

LWDW may rule that there are no grounds for the appeal to be considered, and you will then be advised accordingly. Once your appeal has been considered, you will be sent a reply directly from the person who has considered your case.

Following the outcome of your appeal, if you remain dissatisfied you can ask Crossfields Institute to review your case. Crossfields Institute's policies, including their both their Complaints and Appeals policies, can be found at <https://www.crossfieldsinstitute.com/resources/>

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