

## **Learner Complaints and Appeals Policy**

### Version control

Version number	Date	Comments
1.1	February 2022	Policy update
1.2	October 2022	Transfer to new template

The lead person for this plan/policy is *Caroline Banin-Taylor, Head of Direct Services to Schools*.

### Contents

Section number	Title
1	<a href="#">Introduction</a>
2	<a href="#">Reason for policy</a>
3	<a href="#">Policy</a>
4	<a href="#">Receiving complaints</a>
5	<a href="#">Grounds for appeal</a>
6	<a href="#">Procedure</a>

## **I. Introduction**

Royal Greenwich Apprenticeships<sup>PLUS</sup> strive to provide a positive and personalised learning experience for each learner with the principles of fairness, equality, and equal access at our core.

- Every learner will be made aware of this policy and the procedures contained within it
- Learners have the right to appeal against the outcome of an assessment and a learner may appeal against any decision made by their assessor(s), once the assessment unit has been completed
- Any appeal will be investigated in a fair and open manner and the learner will not be subjected to any form of discrimination as a result of raising a complaint or lodging an appeal

## **2. Reason for policy**

To resolve complaints and appeals in a timely and effective manner, to use the information to improve our service, and to ensure complaints and appeals can be handled professionally.

## **3. Policy**

At times, a person can feel aggrieved by their treatment or service, and it is essential that Royal Borough of Greenwich have a professional mechanism to deal with the complaint or appeal.

A complaint would relate to treatment or service within the Apprenticeships<sup>PLUS</sup> provision, while an appeal might be appropriate for an assessment decision or outcome.

## **4. Receiving complaints**

Complaints should be raised with the learner's tutor, or coordinator in the first instance.

Complaints received by telephone or in person will need to be recorded, and the person who receives a complaint by phone, or in person should:

- > Write down the details of the complaint
- > Tell the complainant that we have a complaints procedure and make them aware of further stages should an immediate resolution not be met
- > Tell the complainant what will happen next and how long it will take
- > Where appropriate, ask the complainant to send a written account by post or email, so that the complaint is recorded in the complainant's own words

## **5. Grounds for appeal**

The following are considered grounds for appeal:

- The learner disagrees with the assessment decision as set against apprenticeship performance criteria
- The learner is dissatisfied with the way in which the assessment was carried out
- The learner is dissatisfied with the breadth of opportunity offered to demonstrate competence
- The learner experiences bias/discriminations in the assessment process in terms of equal opportunities

## 6. Procedure

### Step 1

In the first instance, issues should be raised with the assessor within **20 working days** of the concern arising or assessment outcome being made.

### Step 2

Where an assessor is not able to resolve the issue to the satisfaction of the learner, the learner should put the appeal in writing to the Lead Internal Verifier. Support can be offered in preparing this appeal.

### Step 3

The Lead Internal Verifier will try to resolve the issue informally by meeting with the learner, assessor, and Internal Verifier, exploring mutually agreeable solutions which could include:

- > The re-evaluation of performance evidence by the original assessor
- > The re-assessment of performance by an alternative assessor
- > The assessment of performance evidence by the Internal Verifier

### Step 4

If no suitable resolution is found, the Head of Centre/Head of Direct Services will arrange for a local appeal panel to meet within 20 working days of the informal meeting being held.

At this stage, the External Verifier will be notified of the issue, along with the date, time, and place of the appeal meeting.

The local panel will consist of individuals that have not been involved in the original assessment and one of whom must be independent of the assessor, learner, and centre. A list of the panel members will be sent to all those concerned.

The panel will give everyone the opportunity to present their account of the matter under appeal.

The decision of the local appeals panel will be put in writing and sent to the learner and assessor within 5 (maximum 10, dependent on complexity) working days of the panel meeting.

The outcome of the local appeals panel could be:

- The evidence presented does demonstrate competence and the original decision should be reconsidered by the original assessor
- The original decision is upheld
- The learner be reassessed by the original assessor
- The learner should be reassessed by a different assessor

Any decision made by the local appeals panel concerning an act that would under normal circumstances represent a breach on an employee's terms and conditions or employment (i.e. an act contravening the equal opportunities policy) must be reported to the employee's line manager.

### Step 5

If the learner is still not satisfied with the outcome, they have the right to make an appeal to the Awarding Body (within one calendar month of receiving the outcome) and details of how to do this will be included in the letter to the learner notifying them of the outcome of the local appeals panel. An appeals panel of the Awarding Body will then meet to consider the case.

The decision of the Awarding Body panel is final.