



**WALES ENGLAND
CARE LTD**

Complaints & Appeals Policy

Version 2.0 | February 2024



COMPLAINTS & APPEALS POLICY

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COMPLAINTS & APPEALS POLICY

1.0 Purpose

The aim of this policy is to protect the interest of our learners and others by ensuring our decision-making process is fair and transparent. This is done by allowing anyone dissatisfied with the products/services delivered by Wales England Care, the right to complain against service level agreements that they feel have not been honored. Our learner and employers feedback drives what we do and trends, patterns and feedback from complaints are fed into our quality improvement system. Our aim is to continuously improve our learner service.

Natural Complaints received through learner or employer surveys or whilst visiting employer premises will be dealt with by a Lead IQA. All complaints will be logged on to our complaints log. If you are not satisfied with the response or the way in which a complaint has been handled, please use our escalation process.

2.0 Appeal against an assessment decision

Statement

Wales England Care acknowledges that we have a corporate and individual responsibility for the quality of our provision, to ensure learners are assessed fairly and with integrity so that learners achieve their qualifications based on their own merit. In order to do that, Wales England Care will develop a culture through this strategy which will:

- Respect the integrity of the qualifications we deliver
- Challenge learners when integrity is in doubt
- Promote high expectations of learners

Ensure Development Coaches, Skills Tutors and IQA's understand that the learner's rights are upheld through understanding of the processes of appeal.

Development Coaches and Skills Coaches must make sure that all learners understand the content of this policy during their induction to the learning programme and confirm understanding throughout the learning journey. This is also communicated to staff at induction and reinforced at standardisation meetings.

Types of Appeal

- Direct appeal by a Learner
- Centre appeal on behalf of a Learner
- Centre appeal about a decision made by the External Quality Assuror
- Centre about a decision made by the Awarding Organisation

Learner Appeal

A Learner Appeal is defined as a request by a Learner for a review of a decision or action taken by a Development Coach or Skills Coach or Internal Quality Assuror or External Quality Assuror which they believe is unfair.

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Centre Appeal

Wales England Care may appeal on behalf of a Learner. A Centre Appeal is defined as a request by a Centre for a review of a decision made by an External Quality Assuror or any other Awarding Organisation representative who is believed to have disadvantaged the Learner.

The procedure is as follows:

- The individual learner should inform the assessor of any disagreement with decisions that have been made within 4 weeks. This must be in writing.
- The assessor will then seek to address the nature of the complaint amicably and quickly, through a series of discussions with the individual, within 2 weeks of the complaint being logged.
- If unresolved, the appeal will be passed to the Lead Internal Quality Assuror who will aim to resolve the issue.
- If the problem remains unresolved, it will be the right of the individual candidate to log an appeal to the relevant Awarding Organisation.
- Acknowledgement of receipt of appeals will be made within the award bodies appeals notification timeframes.

3.0 Complaints not related to an assessment decision.

If a complaint is received in relation to a matter other than an assessment decision, it will be forwarded to the Quality Manager who will:

- Record the customer's name, contact details and a brief description of the complaint in the complaints log
- Pass the complaint immediately to the appropriate person to investigate the complaint
- The appropriate person will acknowledge receipt of the complaint to the originator, in writing, within 2 days of receiving it
- Agree a timescale for investigation of the complaint with the appropriate person, ideally no longer than 10 working days although this will depend on the nature of the complaint and the depth of investigation needed
- Monitor the actions being taken.
- Record the action taken to resolve the complaint and the date it was completed.
- Ensure the originator is made aware of the outcome in writing

If the complaint is still not resolved with a satisfactory outcome, the complainant should be advised to write to the Managing Director and a copy of the complaint passed to him/her for their perusal.

All complaint records will be stored by the Quality Manager for future reference.

4.0 Complaints Contact at Wales England Care

Complaints made in writing –

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Can be addressed to - [The Coach House Workshop, Philip Street, Risca, Caerphilly. NP11 6DF](#)

Complaints at Wales England Care should be made to:

saskia.jamieson@walesenglandcare.co.uk, Quality Manager
emma.proctor@walesenglandcare.co.uk, Apprenticeship Manager.

Contact Number for Complaints -

01633264121

Escalated complaints will be dealt with by a Director – Kelly Windsor, Kim Churcher or Chris Churcher.

5.0 External Escalation of complaints –

5.1 ESFA - Complain about a further education college or apprenticeship:

> Tell your tutor, human resources team or line manager if you have a complaint - your organisation may be able to solve your problem informally.

> Make a formal complaint following the procedure outlined in 4.0.

If you are unhappy with the outcome

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled as long as your organisation is one of the following:

- a further education college
- a learning organisation that offers qualifications or [apprenticeship schemes](#)
- a sixth form college that is not an academy
- a learning organisation that offers courses for people who are under 25 and have a learning disability

The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).

You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

ESFA complaints team

complaints.ESFA@education.gov.uk

Complaints team
Education and Skills Funding Agency
Cheylesmore House



Quinton Road
Coventry
CV1 2WT

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The ESFA will reply to let you know what will happen next.

If you are unhappy with the ESFA response

You can [contact the Department for Education](#) if you're unhappy with how the ESFA has dealt with your complaint.

5.3 Complaints City and Guilds

For any other enquiries, you can contact us by email, telephone or post:

E: feedbackandcomplaints@cityandguilds.com

T: 020 7294 8444

Customer Experience Team

City & Guilds
5-6 Giltspur Street
London
EC1A 9DE

We will investigate your complaint thoroughly and hope to provide a positive outcome. However, we may not always be in a position to take your complaint forward, as City & Guilds responsibility is to ensure qualifications are delivered in line with our assessment, quality assurance and regulatory requirements.

If you are not happy with the quality of teaching, assessment grading and fees paid – please address this with your centre.

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6.0 Complaints Form

COMPLAINT FORM			
Customer Details	NAME.....		
	TEL.....		
	ADDRESS.....		
	EMAIL.....		
<i>Description of complaint.</i>			
<i>Please return via email to: complaints@walesenglandcare.co.uk</i>			
Person Recording Complaint	Name:		Date
	Signature:		
Person Managing Complaint	Name:		Date
	Signature:		

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Action taken to resolve complaint.

Date Complaint Resolved

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