

## Complaints and Appeals Policy

This policy is for the provision of FDQ qualifications

### Introduction

The FDQ Centre Handbook and Qualification Handbooks set out the assessment, quality assurance and regulatory requirements for qualification provision. Embedded in these requirements are the rights of learners to complain if they have any issues with quality of provision, and the right to appeal against assessment and internal quality assurance decisions.

### Complaints

Learners can make an official complaint verbally, in writing, online, by telephone or email. If learners complain verbally, the details will be written down onto the Business Complaints Form on behalf of learners. Learners can make complaints directly by completing the complaints form themselves. If learners need help in making a complaint they must contact the Centre Co-ordinator (name, contact details). Complaint forms are available from the Centre Co-ordinator at the following times or by email at [events@seventypercent.com](mailto:events@seventypercent.com).

The complaints form requires the following details:

- learner name and address or email
- names of learner's assessor and IQA
- the date on which the complaint is made
- a daytime telephone number
- details of the complaint
- what the learner would like the business to do

Details of the complaint will be acknowledged on receipt within 5 working days, and the learner will be informed of the name of the person who will deal with the complaint. It will be passed to the appropriate manager(s) to be dealt with, and learners can expect a reply from that person within a further 10 working days. Complaints will remain confidential. However, should learners prefer to remain anonymous, please use the business 'Suggestions' forms available in Reception.

The response to the complaint will tell the learner:

- what the business have done in response to the complaint
- where applicable, what the business will do next, and how and when the business will inform the learner
- give the learner an opportunity to tell the business how well they think the business have dealt with the complaint, and how the business could improve the complaints procedure

The Centre Co-ordinator will review the complaints procedure in January every year. Learners will be able to contribute to this review through their assessor and IQA. The Centre Co-ordinator will monitor complaints and record annual figures for external quality assurance. These will contain no personal details of any particular complaint.

### **Learners can expect the business to:**

1. Arrange and provide a full induction to a qualification
2. Provide an individual learning plan, setting out what each learner hopes to achieve and the timescales and steps necessary to ensure success
3. Provide learning, assessment and internal quality assurance of provision
4. Review progress and feedback to learners regularly, and amend learning plans accordingly
5. Provide support to learners to ensure success

### **Appeals**

This policy has been formulated to ensure that learners are treated fairly in assessment. It will enable learners to enquire, question or appeal against an assessment decision. Its purpose is to attempt to reach agreement between the learner and assessor at the earliest opportunity. It will ensure openness and fairness with standardised approaches and records. It facilitates the right of appeal to the Awarding Organisation FDQ where internal appeals prove unsatisfactory. It protects the interests of learners and the integrity of the qualification.

The business will:

- Inform learners of the appeals policy and procedures at induction
- Record and validate any appeal
- Forward the appeal to FDQ when a learner considers that a decision continues to disadvantage them after the internal appeals process has been exhausted
- Keep records of any appeals for external quality assurance for a minimum of 18 months
- Provide a staged and fair appeals process
- Take appropriate action to protect the interests of other learners and the integrity of the qualification, where the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement

The Centre Co-ordinator provides copies of the appeals form on request. The form must be completed by both the learner and assessor and requires the following details:

- Full name and FDQ registration number of the learner
- Full name of the assessor
- Full name of the IQA
- Date when the dispute occurred
- Details of the assessment/unit/decisions under dispute

## **Appeals Procedure**

### **Stage 1 Informal**

The learner consults with assessor within 5 weeks following the assessment decision, to discuss and attempt to resolve the disputed assessment decision. If unresolved the appeals for is completed and appeal moved to stage 2.

### **Stage 2 Review**

The disputed assessment decision is reviewed by an IQA or provision manager. Learner is notified of findings on the appeal form and either agrees or disagrees with the findings. If unresolved moved to stage 3.

### **Stage 3 Appeal hearing**

Senior management of the provision considers the appeal as the last stage by the centre. Learner is notified of findings on the appeal form and either agrees or disagrees with the findings. If unresolved moved to stage 4.

### **Stage 4 External appeal**

The grounds for appeal and any supporting documentation must be submitted to FDQ in accordance with the policy set out in the FDQ centre handbook.