

## **APPEALS & COMPLAINTS PROCEDURE**

Naturally, we aspire to ensure that all our apprentices have high quality, educational experience when working with Always Consult. If an apprentice feels the need to make a formal complaint the following procedures should be adhered to.

N.B. A copy of these procedures will be made available to apprentices in their induction handbooks.

### **INTERNAL PROCEDURE**

If you wish to make an appeal/complaint against an assessment decision or about training you have received you should follow the following procedure.

1. Discuss the result informally with your Trainer within 10 working days of receiving your result or the training taking place.
2. If you still disagree with the outcome you must put your complaint in writing to the Programme Director for the programme within 5 working days of your discussion with your Trainer.
3. The Programme Director will then meet with you and the Trainer and review the assessment, reporting back their decision within 10 working days.
4. If the matter is still not resolved you must lodge an appeal with the Programme Director, again within 5 working days. An independent panel will then be established and report to you within a further 10 working days.

### **EXTERNAL PROCEDURE**

If the Internal Procedure has not settled the matter it will immediately be referred to the Education and Skills Funding Agency and its procedure for dealing with appeals, which is as follows:

1. If you are still unhappy with how your complaint was handled, you can appeal to the Education and Skills Funding Agency (ESFA) within three months of getting a decision from the Internal Complaint Procedures.
2. Refer to: <https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure> For more information.