

Procedure for Student Complaints (PR16)

General Issues:

- If a student has a complaint about their assessment process, outcome, or any other issue that relates to their training they may either contact our office in person, by phone or by email to discuss the issue. Where a student feels it is more appropriate they may contact the manager in writing.
- All staff shall notify and refer any complaint to the manager, where they feel they cannot solve the problem or the issue is of a serious nature.
- All formal complaints, which require action will be in writing to the manager.
- The manager will notify the complainants in writing of the receipt of their complaint within 3 working days. The letter will indicate what action is likely to be taken.
- All correspondence is to be kept on file.
- If the student is still not satisfied the matter can be referred for an independent review arranged with the agreement of both parties.

Appeals of Assessments:

Where a student disputes an assessment outcome the following steps should be followed:

- The student is requested to take the matter up with the trainer/assessor concerned and discuss the issue.
- If the complaint cannot be resolved the student is requested to put the complaint in writing to the manager.
- Where a complaint has been submitted in writing the manager will issue a letter of receipt and request a suitable time and place for an interview with the parties involved.
- The manager will either review the assessment prior to the interview or arrange for a suitable independent trainer/assessor to review.
- If the complaint cannot be resolved at the interview a suitable independent review is to be arranged with the agreement of both parties.