



#### Specialist Care Divisions

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|-------------------------|-------------------------|
| ✕ Schools               | ✕ Autism                |
| ✕ Brain Injuries        | ✕ Care of the Elderly   |
| ✕ Learning Disabilities | ✕ Physical Disabilities |
| ✕ Children Services     | ✕ Custodial Care        |

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## COMPLAINTS PROCEDURE

Should there be a complaint about the NVQ Academy staff, process, procedures or general conduct ( other than those regarding actual assessment decisions which must be addressed via the Appeals Process) please follow the following procedure:

- 1) Address your complaint in writing to the Academy Director within 6 months of date of last occurrence of incident- (Should you find it impossible or inappropriate to address your complaint to the Academy Director then please address it in the first instance to the appropriate person listed in A-B below). \* Names and addresses of the actual person can be obtained from NVQ Academy.
- 2) You will receive a verbal and written reply within 14 days.
- 3) Should the reply received be unsatisfactory or unresolved the complaint will be referred to the appropriate person listed in A – C below.
  - a) In case of a complaint regarding QCF Awards - \*The Standards/External Verifier for the relevant Awarding Body
  - b) In case of a complaint regarding any other service provided by NVQ Academy please refer directly to the Academy.

In the event of an unsatisfactory outcome from the above procedure the issue(s) will be referred to the Head Office of the relevant Awarding Body.

## APPEALS PROCESS

In the event of an appeal against a decision made by an Assessor or other within the Academy:

1. The Appeal needs to be brought to the notice of an Academy Director within 14 days of assessment decision - it is then recorded on an Appeals Form.
2. The Academy Director:
  - a) The Candidate, Assessor & Internal Verifier will be asked to consider other solutions to overcome the disagreement (possibly have the evidence reconsidered by another Work-Based Assessor or/& Internal Verifier) within 2 weeks.
  - b) Sets a date for the Appeal to be heard by 3 members of the Assessment Panel within 1 month.
  - c) The Standards/External Verifier is informed of the Appeal and the format this will take, personnel present and consulted for advice and support of the Candidate and others involved at stages b and c.

The Appeal Panel must be objective and independent of the work of all others involved. After consideration of all documentation and evidence they would be called upon to make a decision which protects the dignity of the Candidate, the Assessor and Internal Verifier concerned. Reference to the Panel is a right and must not influence the integrity of those concerned for the future.

Candidate to Sign to acknowledge that they are aware of the Complaints and Appeals Procedures as above.

Signed: ..... Candidate    Date: .....

Print Name: .....