



Quality Management & Training Ltd.
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Complaints and Appeals Procedure

It is the policy of Quality Management and Training Ltd. (QM&T) to develop and maintain assessment procedures that are fair, reliable and open to scrutiny. We will try to resolve complaints and appeals informally and quickly between the relevant parties, and only start a formal process (i.e. letters, evidence, documentation and formal decisions etc.) if that fails. We aim to operate a system which:

- is conducted fairly and reasonably
- follows clear straightforward written procedures
- is evidence-based
- comes to a clear conclusion without unnecessary delay
- gives reasons
- provides appropriate redress
- provides an opportunity for review if the above has not been met

Complaints & appeals will be treated seriously and learners will not suffer any disadvantage or recrimination as a result of making a complaint or an appeal in good faith.

To make a complaint or an appeal a learner must attempt a resolution with the person directly concerned. If however this does not provide a satisfactory outcome, the learner can ask the Head of QM&T education department to deal formally with the complaint. We expect a learner to try to resolve a complaint or an appeal directly, informally and quickly with the person concerned - for example, with a tutor who didn't hand work back in time, or with the person giving wrong information, or the learner they are competent and that the Assessor has misjudged them, or has failed to utilise some vital evidence.

The learner is expected to explain clearly what the problem is and what outcome they are seeking, and the member of staff is expected to listen and to use their best endeavours to try to resolve it in a straightforward and reasonable manner, to explore the remedy sought by the learner and to foster a mutual understanding of the issues involved. If a mistake has been made an apology should be offered.

We expect most complaints or appeals to be resolved in this way. If however this does not provide a satisfactory outcome, the learner can ask the Head of QM&T education department to deal formally with the complaint or appeal.

The learner should write to the Head of QM&T education department, setting out what their complaint or appeal is, what the supporting evidence is, why informal resolution was unsuccessful, and what outcome they want. We will then deal with the complaint or appeal if all these points are covered. It is very important that the learner keeps a copy of all their documents. It is acceptable to submit complaints or appeal either in hard copy or by email.

One of QM&T Directors will acknowledge receipt of complaint or appeal and review the documents and respond to the learner. This would be the final stage of complaint or appeal and hopefully a satisfactory resolution is reached.

If the complaint or appeal is not resolved after this stage, the learner may escalate their complaint or appeal to the CQI/IRCA.

The following diagram summarises the QM&T's learner complaint or appeal procedure:

