

Crosby Aviation Training Ltd

Annex 2 – Complaints & Grievance Policy

Purpose:

The aim of the Quality Management System Manual is to enable Crosby Aviation Training (CAT) to have a systematic approach to ensure that the QMS is regularly checked to maintain currency and reflect existing working practice and current legislation.

Owner: Gemma Aiuto-Turner
CEO



Record of Amendments

Issue	Detail of Change	Issue Date	Review Date	Name & Signature
1.0	Initial Issue	May 21	May 22	Gemma Aiuto-Turner
1.1	Annual Check	Jun 22	Jun 23	Gemma Aiuto-Turner
1.2	Annual Check	Jun 23	Jun 24	Gemma Aiuto-Turner
1.3	Update	Dec 23	Jun 24	Gemma Aiuto-Turner

Scope and Application

CAT's mission is to provide the highest quality education, training and support services for all its learners. This Policy is aligned to CAT's mission and strategic aims and objectives.

This Policy applies to all activities, on and off site and every member of staff and all students.

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1. Statement of Intent

Customers (apprentices/employers/learners) have the rights to complain if they have any issues with the quality of provision if they believe something to be unsatisfactory or unacceptable, which includes the right to appeal against assessment and internal quality assurance decisions.

A complaint is an expression of dissatisfaction concerning Crosby Aviation Training product or service. Crosby Aviation Training take all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention.

2. Roles and Responsibilities

We will:

- Inform learners of the appeals policy and procedures at induction
- Record and validate any appeal
- Forward the appeal to the relevant AO 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 appeal questions the validity of other results
- Monitor appeals to inform quality improvement

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

- Full name and registration number of the learner
- Full name of the trainer/tutor
- Date when the dispute occurred
- Details of the assessment/unit/decisions under dispute

3. Arrangements

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Trainer in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Trainer then please contact the COO via one of the following options:

Call: 07561 854987

E-mail: richard@crosbytraining.co.uk

Write to: The Cheviot Centre, 12 Padgepool Place, Wooler, Northumberland, England, NE71 6BL.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

Crosby Aviation Training ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. We will acknowledge your complaint within 48 hours.

The COO will then investigate your complaint and respond to you within 10 working days.

Escalating your initial complaint if you remain dissatisfied

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our CEO. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The CEO will investigate in full and respond to you within 10 working days.

The CEO can be contacted on:

Call: 07793971916

E-mail: gemma@crosbytraining.co.uk

Write to: The Cheviot Centre, 12 Padgepool Place, Wooler, Northumberland, England, NE71 6BL.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly. The Awarding Organisation is Highfield

Qualifications and their complaints policy can be located on their website:
<https://www.highfieldqualifications.com>

Alternatively, please speak to the Highfield Qualifications team on 01302 363277.

Should you address your complaint to Highfield Qualifications and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of Crosby Aviation Training or Highfield Qualifications will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

*The following list of Qualification Regulators are provided as additional guidance:

- OFQUAL for RQF Qualifications in England

4. Monitoring and Review

This Policy will be reviewed and consulted upon annually. The CEO will approve the Policy.

All procedures under this Policy are subject to monitor and review. The main purpose of this review is for the continual improvement of the system.