

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

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.

Table of Contents

1. Statement of Intent.....	3
2. Roles and Responsibilities	4
3. Arrangements.....	5
3.1 How to raise a complaint.....	5
3.2 Timeframe to be resolved	5
3.3 Appeals.....	5
3.4 Appeals Procedure	6
4. Monitoring and Review	7

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.

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

How to raise a complaint

Learners and apprentice employers can make an official complaint verbally, in writing, online, by telephone or email. If learner/employer complains verbally, the details will be noted down on the complaints form by a member of the CAT Team on behalf of learners. Learners & employers can make complaints directly. If they need help in making a complaint, they can contact the team on Tel: 01902 837452. Complaint forms are available from the organisation by email to info@crosbytraining.co.uk.

The complaint contains the following details:

- Learner/employer name and address or email
- names of the learner's trainer and IQA
- the date on which the complaint is made
- a contact number
- details of the complaint
- what the learner/employer would like the business to do

Timeframe to be resolved

Details of the complaint will be acknowledged within 7 working days, and the relevant individual will be informed of the name of the person who will deal with the complaint. It will be passed to the appropriate manager(s) to be dealt with, and a reply can be expected from that person within a further 10 working days. Complaints will remain confidential.

The response to the complaint will tell the individual:

- what we have done in response to the complaint
- where applicable, what we will do next, and how and when we will inform the learner
- give the learner/employer an opportunity to tell us how well they think we have dealt with the complaint and how we could improve the complaints procedure

The details of all complaints will be recorded on a 'continuous improvement feedback log'.

Appeals

This policy has been formulated to ensure that learners are treated fairly in assessment. It will enable learners to enquire, question or appeal against an assessment decision. Its purpose is to attempt to reach an agreement between the learner/employer and assessor at the earliest opportunity. It will ensure openness and fairness with standardised approaches and records. It facilitates the right of appeal to the relevant Awarding Organisation (AO) where internal appeals prove unsatisfactory. It protects the interests of the learner and the integrity of the qualification.

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Appeals Procedure

Stage 1 Informal

The learner consults with the assessor within 5 weeks following the assessment decision to discuss and attempt to resolve the disputed assessment decision. If unresolved, the appeals form is completed, and the appeal moved to stage 2.

Stage 2 Review

The disputed assessment decision is reviewed by an IQA or provision manager. The learner is notified of findings on the appeal form and either agrees or disagrees with the findings if unresolved moved to stage 3.

Stage 3 Appeal hearing

Senior management of the provider considers the appeal as the last stage by the centre. The learner is notified of findings on the appeal form and either agrees or disagrees with the findings if unresolved moved to stage 4.

Stage 4 External appeal

The grounds for appeal and any supporting documentation must be submitted to the relevant AO in accordance with the policy set out in the Awarding Organisation's centre handbook.

4. Monitoring and Review

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