Complete Site Skills LTD.
151 A, The Barn.
Bath Place.
Hale
WA142XY

Complete Site skills, Complaints Form.

- Following information in the company complaints procedures, this form should be completed and returned to info@completesiteskills.com

Company:	
Address:	
Contact Name:	
Contact Number:	
Email:	
Details of complaint (Continue on separate sheet if necessary).	
For Complete Site Skills, official use only.	
Decision made:	
Review By:	**Date:**

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Complaints Policy

Complete Site Skills LTD, welcome complaints and value your feedback, we use all feedback to monitor and improve our service to all of our customers. All complaints will be handled efficiently and sensitively.

Definition

A complaint is defined as an expression of dissatisfaction/ Displeasure with one of our services

- Provisions of the Complete Site Skills Ltd and offerings affecting our customers (such as trainers, examiners, instructors, administration, etc)
- Action or lack of action by Complete Site Skills representatives.
- Standards of service, courses or facilities provided by Complete Site Skills.

Details of your Complaint

To enable us to respond to your complaint efficiently, we need you to provide (preferably by email info@completesiteskills.com with as much. information as possible,

- Your contact information – name, address, email address and telephone number
- The course you attended (if relevant)
- A clear description of your complaint.
- Copies of any relevant or associated paperwork

Once submitted complete site skills will review and respond within 24 hours of submission.

Appeals Policy and Procedures.

This policy describes the actions and responsibilities required to deal with all training/assessment appeals in a uniform and fair manner in line with related policies. It Applies to all in-house assessments and internal and external training courses (both accredited and inhouse) carried out by approved persons within the company.

The Training/Assessment Appeals Procedure will available to all candidates. Where assessing/training is in line with an accredited organisation, the relevant appeals procedure will be referenced. All candidates have the right to appeal should they feel necessary.

Appeal Stage One.

1. Candidate/Representative fills out appeal form.

2.Upon receipt of a Candidate challenge to an assessment/course outcome decision; decision regarding reasonable adjustment and other special considerations; or a decision taken as a result of a malpractice or maladministration, the assessor/training shall confirm with the candidate that he/she wishes to appeal and record on the Appeal Form.

3. The assessor/trainer shall consider the reason(s) for the challenge and look again at the evidence presented, giving an immediate written response using the appeal form, including a clear explanation of the decision and either the new decision or confirmation of the original decision

4. If the Candidate is not satisfied, the assessor/trainer shall record on appeal form and ensure that the appeal moves onto stage two.

Appeal Stage Two.

5. Within 2 working days of the appeal reaching stage two, the assessor/trainer shall pass the appeals form and evidence (assessment record, the Candidate's evidence, the appeal, written complaints from other learners) with the written explanation and conformation of the decision information to the Head of Training

6. The Head of Training shall reconsider the assessment decision, taking into account the Candidate's reason for appeal, evidence and associated records and the assessor/trainer reason for the decision, including the opinion of a second assessor/trainer from the centre.

7. The Head of Training shall then give the Candidate the reconsidered decision, in writing, within five working days of receiving the appeal.

8. If the Candidate confirms that they are still not satisfied after stage 2, the Head of Training shall ensure that the appeal moves onto stage three.

Appeal Stage Three.

9. The Head of Training who acted at stage two, shall direct the candidate to the relevant accredited body appeals procedure (e.g. NPORS, EUSR, DMQ) and will be reminded of the process explained during induction regarding the appeals procedure and address to write to. Following an appeal decision that is upheld due to a failure in the company's training/assessment process, or notification of failure in the training/assessment processes of other awarding organisations, policies and procedures shall be reviewed to ensure that the failure does not reoccur which may impact other learners. This policy and its procedures will be reviewed as part of our quality assurance requirements to ensure it is fit for purpose, reflects the type of appeals that we may receive and ensure the process is managed in accordance with regulatory requirements. The Head of Training (Daniel Bistacchi) is responsible for tracking all appeals to ensure a resolution is reached within the agreed timeframes as dictated in this procedure and within the relevant accredited bodies appeals procedure. The Head of Training is also responsible to ensure that appeals are monitored over time and any trends recognised and acted upon accordingly.

Appeals shall be a permanent agenda item on annual meetings. Where a referral is made to the regulators, we will take appropriate, preventative and/or corrective action to prevent re-occurrence as appropriate, such as:

- Identifying any other learners who have been affected to correct and mitigate, as far as possible, the effect of the failure (e.g. and amend the results for the learner(s) affected following an appropriate investigation)
- Reviewing our associated processes and policies to ensure that the 'failure' does not occur again or mitigate the situation as far as possible if the failure that occurred cannot be corrected
- Cooperating with any follow-up investigations required by the regulators and, if appropriate, agree any remedial action with them. Where the appeal relates to the outcome of assessment, we will ensure independent review any assessment evidence concerned. Where an appeal against assessment brings the outcome of other results into serious question this would be considered a potential 'adverse effect' as other learners may be affected.

In such cases, we will ensure that:

- Any other learner who has been affected is identified
- Effects are corrected or mitigated as far as possible. This may involve adjusting the outcome of assessments (pass/fail) and re-issuing results, or revoking certificates
- Appropriate action is taken to avoid a re-occurrence.

This may involve for example taking action against sub contactors, assessors, instructors or internal quality assurers, external quality assurers. Pennine Training Hub ensures that any actions are monitored through its internal reporting process. Trends are identified and action put in place to negate reoccurrence.

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Other appeal options.

If you have followed our complaints and appeals procedures and you are not satisfied with the outcome other options are available, you may contact the relevant organisation/awarding body to raise the issue further.

CITB

4 Cyrus Way, Peterborough PE7 8HP, Email; quality.assurance@citb.co.uk

NPORS

12&14 Beunel Court, Gadbrook Business Park, Northwich CW97LP, Email; info@npors.com

EUSR

453 Strarford Road, Solihull B904AA, Email; enquiries@eusr.co.uk

Shooting and Hunting Academy

info@huntingandshootingacademy.co.uk

This policy will be on display on noticeboards in the centre, and on our website and accessible via email footers.

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