

## COMPLAINTS AND APPEALS POLICY

Riverside Training acknowledge that there may be occasions where a complaint or appeal may need to be registered and is committed to dealing with any complaints and appeals quickly, fairly and effectively.

### Complaints

It is hoped that any issues can be resolved informally and therefore Riverside Training would first request that all issues are highlighted to the HR manager before any formal action is taken. However, should this not be the case, Riverside Training will investigate the problem and will take any appropriate action to reach a satisfactory conclusion for all parties.

Riverside training will:

- Actively encourage feedback from customers - including complaints if they are dissatisfied.
- Establish a clear complaints-handling procedure and ensure that all employees who come into contact with customers understand it.
- Respond as quickly as possible, to any complaint that is brought to our attention
- Establish the facts and consider whether any internal investigation is needed to gather further information.
- Record the details of the complaint, and deal with the complaint as soon as possible, agreeing deadlines as required
- Carry out any necessary investigations
- Take any necessary action to prevent a recurrence, for example, staff training, system improvements, disciplinary actions if required
- Follow up and ensure that the complaint has been resolved to the complainer's satisfaction

Once we are satisfied that all information is available a conclusion will be reached. This will be communicated in writing within 28 working days of the receipt of the complaint. However, if a conclusion cannot be reached within this time frame then notification in writing will be given with the reasons why.

### Appeals

Once the conclusion has been reached, if this is still not satisfactory, then an appeal may be made against this, in writing, within 28 working days of receipt. The senior management team will hear the appeal and a final conclusion will be drawn within 5 days and communicated accordingly. This decision will be final.

### **Complaints and appeals on assessment decisions**

If you are unhappy with feedback or an assessment decision given, you have the right to appeal against this using the Appeals procedure.

Your first step should be to try to sort this out with your Assessor but if this does not work you can ask to see the Internal Quality Assurer or another member of the Quality Team at Riverside Training.

Details of the problem and any supporting evidence should be submitted. If this does not solve the problem you can appeal directly in writing to the Awarding Organisation. A copy of the formal Appeals Process for each awarding organisation can be supplied upon request.

This policy will be reviewed annually

Complaints and Appeals Policy V1.0 (Dec 18)

