Complaints and Appeals Policy

Complaints and Appeals Policy

Riverside Training acknowledges 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 Office 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 and 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.

What is a complaint?

A complaint can be any of the following:

- Anything illegal
- Anything deemed unacceptable or of low quality
- A breach of commitments
- Anything deemed unsatisfactory
- A breach of policy

Contact Details for Comments, Complaints and Questions

If at any time you have any queries or complaints and you contact Riverside Training in the first instance, you have the ability to do so by telephoning us on 01432 359244 between the hours of Monday-Friday, 8.30am-5pm; emailing on hello@riverside-training.co.uk or visiting our website: https://www.riverside-training.co.uk/ for more information.

If you are still unhappy, you can contact the Apprenticeship Helpline via email on helpdesk@manage-apprenticeships.service.gov.uk or by telephone on 0800 015 600 between the hours of 8am and 10pm, 7 days a week.

Office Manager:	Sarah Gammage
Phone:	01432 359244
E-mail:	hello@riverside-training.co.uk
Address:	4-6 St Martin's Street Hereford HR2 7RE

Please ensure all complaints detail the following and as much additional information as possible:

- Your name
- Your contact details
- Specific details of the issue(s) raised
- Where possible, dates, times and involved parties

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 to Jane Preston (Company Owner) on the above contact routes. 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 resolve this with your Learning & Development Coach but if this does not work you can ask to see the Director of Quality, Curriculum and Safeguarding 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, End Point Assessment Organisation or the DfE as appropriate. A copy of the formal Appeals Process for each awarding organisation can be supplied upon request.

Monitoring & Review

This policy is reviewed annually

Current Review Date	July 2026
Next Review Date	July 2027

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