




Appeals and Complaints Policy

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Appeals and Complaints Procedure

This document is created by 2020 Safety Training Ltd (*further referred to as, 2020 STL*). This document outlines the process that should be followed by candidates, tutors, assessors, partners or employers who are involved with training and/or qualifications offered by 2020 STL.

All appeals and complaints should be made in writing to *Company Directors of 2020 Safety Training LTD, 86 Auchanshangan Drive, Saltcoats, KA21 6DS*. 2020 STL will also give the opportunity for appeals or complaints to be made in person if required.

The appeals process is not a method of circumventing or setting aside the professional judgement of assessors on the performance of candidates; it is a way of ensuring that as far as possible all relevant circumstances affecting a student's performance are brought to light and taken into account BEFORE a final decision is taken. Consequently, if an appeal is successful, the decision reached will normally be in accordance with the regulations set out by the awarding organisation.

Candidates

Candidates could complain to the centre about the following areas:

- Information, Advice and Guidance provided by 2020 STL.
- access to assessment.
- process of assessment.
- access to internal verification.
- the handling of an appeal.
- Administrative issues, e.g. failure to register/apply for certification.

Assessors/tutors

Assessors/tutors could complain to the centre about the following areas:

- access to support and guidance.
- access to internal verification.
- administrative issues.
- Insufficient time to undertake the function.

Employers / Partners

Employers could complain to the centre about the following areas:

- Information, Advice and Guidance provided by 2020 STL.
- access to assessment.
- administrative issues.
- assessment issues.

Where an appeal/complaint is to be made, this should be lodged with the Operations Manager at the above noted address. An email complaint can be sent to info@2020safetytraining.co.uk with the subject titled 'Complaint'.

The Operations Manager will:

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- attempt to find a solution with the candidate, assessor/tutor and internal verifier, for example through another assessment or re-consideration of the evidence/work.

Where this does not resolve the situation, the Manager will:

- set a date for the appeal/complaint to be considered by an appeals panel
- notify the Awarding Organisation that an appeal/complaint has been lodged and give details of how it will be heard, including the composition of the appeals panel. The appeals panel will normally meet to consider the appeal within up to 30 working days of the Operations Manager receiving the appeal.
- the appeals panel will be constituted to be objective and independent.
- the panel will ensure that it has full accounts from all parties involved in the assessment.
- no one involved in the original assessment will be on the panel.

Appeals can be made directly to the awarding organisation. Further information can be found on their respective websites or within the training materials provided to candidates and learners.

Review frequency: Annual

Senior Manager: Training and Quality Director