



Operating Procedure 20

LEARNER APPEAL / COMPLAINTS PROCEDURE

Issue No.	Date of Issue	Reason for re-issue	Prepared by:	Authorised by:
1	12/06/2023	Formal issue	 Paul Martin	 Pam Martin

LEARNER APPEAL / COMPLAINTS PROCEDURE

The Learner has the right to appeal/complain should they feel that there have been inconsistencies during the period of assessment or contravention of other Policies and Procedures covered during induction.

PMTandA have a clearly defined route of appeal should any Learner have any reason to complain.

The review would include:

- Access to fair and reliable assessment
- Provide clear and prompt response times
- Provide stages for all parties to put their case forward
- Clear outcomes
- Constructive feedback
- Relate to the Learner's assessment needs
- A formal recording system
- Evaluation
- Equality of Opportunity and Diversity
- Provide a Safe Working Environment

If Learners are in disagreement with their assessors concerning evidence assessments, they have the right to refer the matter to:

- The relevant Internal Verifier on the contact details given at induction and notified within the e-portfolio/ paper-based portfolio,
- The PMTANDA Head of Centre, if the matter remains unresolved
- The External Verifier/Quality Advisor who may be consulted at their next visit. At this stage learners should provide the EV with records of the activity that has already been undertaken

Awarding Organisation External Verifier/Quality Advisor/Standard Verifier:

Stage 1

- If a Learner disagrees with an assessment decision he/she must record this on the appropriate assessment feedback sheet/diary entry
- Learner discussion with assessor (record on attached template)
- Assessor will then review, consider and feedback assessment decision
- Assessor will write a clear explanation of the assessment decisions on the Learners Appeals Procedure form, stage 1, within 5 working days.
- If a Learner agrees with the decision, NO further action is required.
- If a Learner remains unhappy, move to stage 2 and notify the Lead Verifier.

- If a Learner wishes to make a formal or informal complaint regarding Equality and Diversity, or Health & Safety issue please contact PMTANDA Head of Centre - telephone 01874620704

Stage 2

- The assessor will submit the original assessment records to the Internal Verifier (IV) together with an explanation for their decision within 24hours of the appeal reaching stage 2.
- The IV will review the assessment decision taking account; the Learner's reason for appeal, the Learner's evidence and associated records. The assessors reason for the decision.
- The IV must give the Learner a decision in writing within 5 working days from the appeals date. A copy of which should also be sent to the Lead Verifier.
- The Learner must tell the IV if he/she is still unhappy, if so, the appeal may go to stage 3.

Stage 3

- The Learner should contact the Awarding Organisation contact listed on page 1 and provide all the details of decisions made during stage 1 & 2.