



Fashion Enter Ltd (FEL)

Complaints & Appeals Handling Procedure of Fashion Enter Ltd

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Related policies & publications

Staff grievance procedure

Staff disciplinary procedure

Bullying and harassment policy

Learner handbook

Tutor handbook

Safeguarding policy

Learner complaints procedure



Introduction

Fashion Enter Ltd (FEL) recognises the need to produce training services to the highest quality standards.

We are committed to maintaining high standards of learner care, service quality and presentation.

We are dedicated to quality and service and take learner complaints very seriously.

Purpose of this Procedure

At FEL we are committed to providing a pleasant work environment for all learners. We acknowledge, however, that learners can sometimes feel aggrieved about something that is happening at FEL. Learners can have a complaint about any decision, behaviour, act or omission (whether by the Director, members of the leadership team or other staff/students)

The purpose of this document is to provide a procedure by which learners can have such complaints addressed.

Key elements of our complaints handling procedure

The following are the key elements of our complaints handling procedure:

Impartiality. If a learner makes a complaint, it will be investigated in a fair and impartial manner. No judgments or assumptions will be made, and no action will be taken until the investigation is complete. If a complaint is made against a learner, their rights will be protected and they will be given an opportunity to tell their side of the story.

Confidentiality. The learner can feel secure that if they do make a complaint under this policy, it will remain confidential. The only people who will have access to information about the complaint will be the person making the complaint and the person investigating.

No victimisation. The learner can also rest assured that if they make a complaint they will not suffer in any way as a consequence. FEL will ensure that a person who makes a complaint is not victimised in any way.

Timeliness. Each complaint will be finalised within as short a period as possible. All complaints should be finalised within one month.

What to do if you have a complaint

1. Approach the person involved.

In many situations, the most appropriate thing to do first is to tell the person who is the cause of the complaint how the learner feels. The tutor must encourage this course of action in the induction period reviews and assessments. If the complaint is about the learners behaviour, the tutor must encourage them that it is offensive/hurtful/not acceptable. If it is about a work decision, tell the learner why you think it is discriminatory or harassment. Telling the person will give them a chance to stop or change what they are doing.



2. Go to the Tutor

If the learner doesn't feel as if they can approach the person directly, then the learner is referred to the tutor. This person/people has/have been trained to be the first point of contact for people with complaints. The name of the tutor is listed at the end of this policy. The tutor will advise the learner about what the options are and what will happen if the learner decides to make a formal complaint. Nothing will be done in relation to the complaint without the learner's agreement.

What happens next?

Once the learner has made the complaint to the tutor the tutor will then consider whether there are any reasons why *he/she* should not proceed to deal with the complaint. If there is such a reason, which indicates it is inappropriate for the tutor to deal with the learner's complaint, it will, with the learner's consent, be referred to another appropriate person.

The tutor will then interview the learner. During this interview a number of things will be explained to the learner, such as what will happen if the complaint is found to be supported by the evidence, or if it is found to be not supported by the evidence. The learner will also be told where you can go for assistance if you are not happy with the way FEL is dealing with the complaint. The tutor will then take a written record of the complaint.

The tutor will then talk to the person about whom the complaint is made to hear that side of the story. Any witnesses will also be interviewed. These interviews will be conducted separately and impartially. The importance of confidentiality will be stressed to all parties and they will be warned of the consequences if there is a breach of confidentiality (e.g. possible defamation action, initiation of a complaint for harassment).

The tutor will then tell you what the other people said and discuss what should be done to sort out the problem. You should tell the tutor what action you would like taken, e.g. a written apology from the person, a written warning, etc. The outcomes of the tutor interview should take up to 10 working days.

Review

If the complaint remains unresolved it will be reviewed by the Director who will make a final decision as to the outcome of the complaint. The Director will take 10 working days from the receipt of the complaint to provide the final decision

Possible outcomes

If the complaint is proved, the following are possible outcomes:

- a written apology;
- an official warning;
- counselling;
- disciplinary action; or
- dismissal.



If the complaint is unproved (not enough evidence), possible outcomes are:

- relevant training for all staff; and/or
- monitoring of behaviour of employees.

If the complaint is proved not to have happened at all, the following are possible outcomes :

- counselling for the person who made the complaint;
- a written apology;
- an official warning;
- disciplinary action; or
- dismissal.

The tutor will make sure that whatever outcome is decided upon actually happens. He/she will also assess the effectiveness of the outcome from time to time.

Appeals

If the learner feels that the complaints procedure has not been followed properly, or that the outcome is unacceptable to you, you may appeal to the Director within 5 working days of receiving a response.

The Director will look at the way the complaint was handled and examine the outcome. If the Director believes it was handled properly and that the outcome was appropriate the Director will take no further action, the director will formally inform the person concerned within 10 working days of the appeal. If the Director thinks that the complaint was not handled properly, or that the outcome was inappropriate, the Director will organise for the complaint to be looked at again. The process or complain investigation will re-start again and the time-scales will be as stated above.

The appeal will be dealt with by someone other than the person who first handled the complaint.

Go to an external agency

If the learner is not happy with the way their complaint has been dealt with by FEL, the learner may wish to go to an external agency for further advice and assistance. The learner may take their complaint to the external agency at any stage in the procedure if they are unhappy with progress in dealing with their complaint. FE will advice who the external agent is that will be able to deal with the complaint according to its nature.

Learners are all provided with full information and all contact details of their relevant tutor. If the tutor is unable to resolve them (as per the above process) complaints should be put in writing via e-mail the Director:

Jenni Sutton
Development Director
jenni@fashion-enter.com



APPEALS PROCEDURE

If a learner is dissatisfied with an assessment decision they should contact the IQA within 10 working days of having received the graded assessment. If the issues cannot be resolved informally then a formal Assessment Appeals Procedure should be considered.

Please note:

- The responsibility for conducting appeals shall rest with tutor initially but the learner is to raise the complaint via the Head of Curriculum
- If the learner is still unhappy with the decision the learner must appeal to the Curriculum leader
- If the learner is still unhappy with the decision the learner must appeal to lead IQA Jenny Holloway
- The learner making the appeal may be accompanied by one other person who can give support.
- The learner may withdraw his / her appeal at any stage.

A flow diagram is attached

ASSESSMENT STATEMENT

The assessment process seeks to ensure that assessment practices and procedures must:

- Meet ABC Awarding Body requirements
- Be evidenced
- Be applied consistently across all subject/course teams
- Take account of the equality and diversity of learners

ASSESSMENT APPEALS PROCESS

If a learner is dissatisfied with an assessment decision they should discuss this with the relevant member of staff concerned in the first instance. If this does not lead to a satisfactory resolution then the formal procedure should be considered. The person concerned has up to 10 days to provide a written response to the appeal made and outcome.

The learner can then escalate their appeal, together with the outcome provided by the person first contacted to the IQA in via e-mail:



Jenny Holloway
CEO/IQA
jenny@fashion-enter.com

The IQA will have up to 10 working days to provide a written response to the appeal made and outcome.

If the learner still dissatisfied with this outcome, they will need to refer to the appropriate awarding body (AB) and follow their appeals procedures. Fashion Enter will provide you guidance to access this and the information on how to access the awarding body's complaints procedure will form part of the response from the IQA. Time scales should depend on AB own procedure.

If you are still dissatisfied with the outcome from the AB, they will provide you with guidance to access the relevant qualification regulator and raise your appeals to the final stage.

Grounds on which an appeal can be made:

- Administrative error
- The assignment has not been assessed according to standards or the requirement of the Awarding Body, including reassessment by a second Assessor/IQA
- The grade/mark attained was adversely affected by illness or FEL did not make reasonable adjustments in the case of a previously identified disability or other factors that the learner was unable, for valid reasons, to disclose prior to assessment.
- A Medical Certificate or other appropriate evidence must support any appeal on this ground.