

Fashion Enter Ltd - Complaints & Appeals Handling Procedure **Policy**

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 victimization. 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 anyone 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 a learner's behavior, 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 which course of action to take in order to 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, which may be the Head of learning or company HR representative.

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 and keep this on file.

The tutor will then talk to the person about whom the complaint is made to hear that side of the story. Any witnesses to the occurrence 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.

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.

Review

If the complaint remains unresolved it will be reviewed by the company HR representative who will make a final decision as to the outcome of the complaint.

Possible outcomes

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

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

Issue 9. Reviewed Feb 2019

Issue 10. Reviewed Feb 2020

Issue 11. Reviewed Feb 2021

- 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 is actually implemented. The tutor will also assess the effectiveness of the outcome and review the matter ongoing.

Appeals

If the learner feels that the complaints procedure has not been followed properly, or that the outcome is unacceptable, they may appeal to the company HR representative or Managing Director.

The HR representative will look at the way the complaint was handled and examine the outcome. If the HR representative believes that the complaint procedure was handled properly and that the outcome was appropriate, then the HR representative will re-discuss this with the person's involved and explain that no further action will be taken. If the HR representative thinks that the complaint was not handled properly, or that the outcome was inappropriate, the HR representative will organise for the complaint to be looked at again.

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 that 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 the progress in dealing with their complaint.

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 the tutor initially but the learner is to raise the complaint via the Head of Learning or Operations Manager.
- If the learner is still unhappy with the decision the learner must appeal to the Head of Learning or company HR representative.
- 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 their appeal at any stage.

A flow diagram is attached

ASSESSMENT STATEMENT

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

- Meet SEG 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.

Grounds on which an appeal can be made:

- Administrative error



- The complaint 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 effected 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.

The person responsible for this policy is Jenny Holloway, (CEO) Fashion Enter LTD.

