



Reynolds

Training Services

POLICY NAME	Complaints and Appeals Policy			POLICY NUMBER	Po-006-RTS
EFFECTIVE DATE	November 2023	NEXT REVISION	November 2024	VERSION NUMBER	1.1

VERSION HISTORY				
VERSION	AUTHOR	REVISION DATE	DESCRIPTION OF CHANGE	APPROVED BY
1	John Reynolds	January 2020	Policy Implemented	John Reynolds
1	John Reynolds	January 2021	Annual Review – No Changes	Andrew Reynolds
1	John Reynolds	January 2022	Annual Review – No Changes	Andrew Reynolds
1.1	John Reynolds	November 2022	Added 'definition of a complaint' / Updated Logos	Andrew Reynolds
1.1	John Reynolds	November 2023	Annual Review – No amends	Andrew Reynolds

Approved by: John Reynolds
Position: Managing Director
Date: 15th November 2023

Approved by: Andrew Reynolds
Position: Centre Manager
Date: 15th November 2023

Introduction and Context

This policy provides guidelines for resolution and the treatment of complaints made by our customers, delegates, clients, or apprentices. At Reynolds Training Services (“The Company”), we believe that it should be easy to file a complaint or feedback to The Company. It is The Company’s policy to receive complaints and consider them as an opportunity to learn, adapt, improve, and provide a better service.

The purpose of this policy is to ensure that complaints are handled properly and that all customer, delegate, client, or apprentice complaints or comments are taken seriously. The Company expects staff at all levels to be committed to fair, effective, and efficient complaint handling.

A complaint is any expression of dissatisfaction about the product/services offered by Reynolds Training Services or the staff, of the action or lack of action taken regarding operations, facilities, or services provided by Reynolds Training Services, or by a person or body acting on behalf of Reynolds Training Services.

Complaints Procedure – Reynolds Training Services

The procedure for dealing with disputes, appeals and complaints is:

Reynolds Training Services Ltd values its relationship with students and our awarding bodies and as such strive to deliver the best possible learning and examination experience relevant to the course undertaken.

The following is the procedure for dealing with Complaints or Examination Results Enquiry:

1. Complaints can be made either:
 - a. Verbally to the course tutor or centre coordinator – you may be asked by the Centre Manager to support this in writing
 - b. In writing either via email or letter:

In Writing	By Phone	By email
Mrs Karon Reynolds Reynolds Training Services Ltd Technical Training Centre, Redwood Park Estate Stallingborough, North East Lincolnshire DN41 8TH	01469 558 213	karon@reynoldstraining.com

2. Any complaint made will be acknowledged by Reynolds Training Services within 10 working days.
3. All correspondence and discussions regarding the complaint will be logged.
4. Complaints will be investigated promptly and fully.
5. All complaints will be resolved, and a written response provided within 25 working days.
6. Where authorisation to disclose personal details to third parties is required; the 25 working day resolution timeframe commences from the date the accredited body (NEBOSH/IOSH/etc.) receive a response to this request.

Note: Any disclosure of information will be undertaken in accordance with our data protection policy
7. In the event that further investigation is required the complainant will be informed prior to the 25 working day resolution deadline that a further extension is required. Relevant justification will be supplied to support this extended timeframe.
8. Where we find that any corrective and/or preventative action is required; this will be recorded and monitored to ensure improvements are made.

Complaints Procedure – GQA

1. The learner should try to resolve the issue on an informal basis in the first instance.
2. If this does not resolve the issue or is not possible, the learner may appeal to the Centre at Reynolds Training Services. This may be orally or in writing, and must be within 20 days of the learner being notified of an assessment decision.

In Writing	By Phone	By email
Mrs Karon Reynolds Reynolds Training Services Ltd Technical Training Centre, Redwood Park Estate Stallingborough, North East Lincolnshire DN41 8TH	01469 558 213	karon@reynoldstraining.com

The Coordinator will investigate the matter, make a decision, and advise the learner of this decision within 10 working days.

3. If the learner disagrees with the decision being made by the Centre, then an Appeals Panel will be set up:
 - a. The Appeals Panel will consist of the Coordinator and an Assessor who has not been involved in any original decision.
 - b. A date will be set for the panel and the External Quality Assurance will be notified of the nature of the appeal that has been lodged.
 - c. The appeals Panel will consider the complaint within 20 working days of it being lodged.
 - d. The learner will be advised of the outcome of this panel within three working days of the decision being made.
4. If a learner still disagrees with the decision reach by the Appeals Panel, they will need to appeal to GQA.
 - a. This must be in writing and is the final stage of the process.
 - b. GQA reserve the right to charge for this service. In the event that the outcome of this final stage agrees with the decisions and conduct of Reynolds Training Services, any charges levied by GQA will be passed on to the learner.

In Writing	By Phone	By email
GQA Qualifications Unit 1, 12 O’Clock Court Attercliffe Road, Sheffield, S4 7WW	0114 2720033	info@gqaqualifications.com

Complaints Procedure – NEBOSH

5. Complaints can be raised directly with NEBOSH, their Complaints Procedure can be found here:

<https://www.nebosh.org.uk/policies-and-procedures/complaints-procedure/>

6. You can contact NEBOSH:

In writing	By email
Head of Customer Experience NEBOSH Dominus Way Meridian Business Park Leicester LE19 1QW	complaints@nebosh.org.uk

7. Complaints can also be raised or escalated directly with SQA (Scottish Qualification Authority), their complaints procedure can be found here:

<http://www.sqa.org.uk/sqa/25071.html>

You will find a link to the up-to-date form used by SQA at this address.

Please Note: If your concern relates to your examination result or malpractice in the conduct of an examination, your complaint will be dealt with under either the Enquiry About Result procedure or Malpractice policy.

In this instance we will still log all correspondence in the Complaints and EAR log.

Complaints Procedure – IOSH

1. Complaints can be raised directly with IOSH, their Complaints Procedure can be found here, but please ensure you visit www.iosh.com to ensure you are viewing their most up to date procedure.

<https://iosh.com/media/9122/iosh-customer-complaints-business-rule.pdf>

2. You can contact IOSH:

In Writing	By email
The Head of Customer Service and Experience IOSH Customer Service Centre The Grange Highfield Drive Wigston Leicestershire LE18 1NN	CSC@iosh.com (Marked for the attention of The Head of Customer Service and Experience)

Complaints Procedure – Apprenticeship Standards

Overview

If the Learner has a complaint about any aspect of the Trailblazer process under the following circumstances:

- ❖ Induction.
- ❖ Taking prior qualifications relating to Functional Skills into account.
- ❖ Quality of training.
- ❖ Provision of support within a reasonable time period.



- ❖ Not carrying out and providing feedback on formative assessment.
- ❖ Discrimination on any grounds.
- ❖ Not working with an organisation to arrange for End Point Assessment. ☒ Doesn't make sense
- ❖ Any other substantial reason.

Procedure

1. The Learner should try to resolve this informally in the first instance.
2. If this does not resolve the issue or is not possible, the Learner may appeal to the Internal Quality Assurance Coordinator at:
 - Reynolds Training Services Ltd, CATCH Facility, Kiln Lane, Redwood Park Estate, North East Lincolnshire, DN41 8TH
 - Tel: 01469 558 213 (from outside the UK: 0044 1469 552 213)

This may be orally or in writing.

The Quality Assurance Coordinator will investigate the matter, make a decision and advise the Learner of this decision within 10 working days.

3. In the event that this does not resolve the issue, the Learner can appeal to the Institute for Apprenticeships:

<https://www.instituteforapprenticeships.org/about/appeals-procedure-for-trailblazers/>

The Appeals and Complaints procedure will also be published on the website:
www.reynoldstraining.com