

## Customer Complaints, Rechecks and Appeals Policy

We facilitate learners and customers who wish to appeal an assessment result which they consider to be invalid or unfair or who wish to make a complaint about any aspect of our assessment process or services. A complaint can be made informally to any member of staff, who will discuss the complaint with the learner and attempt to resolve. Formal complaints may be made via email.

**Re-check** means the administrative operation of checking (again) the recording and combination of component scores for a module and/or stage.

**Review** means the re-consideration of the assessment decision, either by the original assessor or by other competent persons or a committee. Learners are required to state the grounds for the requested review. The grounds for review will normally be that the learner suspects that the assessment was erroneous in some respect.

A **complaint** is an expression of a concern that a particular assessment procedure is unfair or inconsistent or not fit-for purpose.

The following principles underpin our appeals/complaints process:

- It is designed to be accessible and learner-focused; easy to understand and implement for the learner.
- It is a transparent process where appellants are given clear reasons for the decisions reached.
- Appeals/Complaints/Concerns are resolved at the earliest possible opportunity.
- The process is based on the principles of natural justice and gives learners the opportunity to voice their concerns in writing and in person as appropriate, giving access to the evidence to all parties and treating all documentation confidentially.
- Appeals provide an important source of feedback for the further development and supports improvement.

### Assessments Appeal Process:

Learners are informed about the process at the beginning of a course and our policy is available on the website.

Learners that are being registered for a QQI award are notified of their provisional results in advance of the final submission to QQI. Learners have 10 working days to appeal the result from when they receive their provisional results. If no requests for further information or appeal are received, the learner's results are submitted to QQI, and the learner will be certified.

All learners (including PHECC, IOSH and CPL Institute certified courses), if unsatisfied with the course result, may make an informal appeal on the day of assessment. The instructor will provide the learner with feedback on the day and address any concerns.

A formal appeal, if required should be requested in writing stating the grounds for appeal. This is typically done by email.

If the learner wishes to see the assessor's feedback, we email out their relevant assessment material with the examiner's comments on the marking sheets.

### **Complaints Process:**

Any applicant wishing to make a complaint or appeal a decision (either access, assessment or serviced based) may do so by contacting the Training Administrator via email at [support@cplinstitute.com](mailto:support@cplinstitute.com). This will be logged for action, escalated as required, investigated and be managed in accordance with our procedure for managing formal complaints (See SOP 02, Non-Conformance, Appeal and Customer Complaints).

When the investigation is complete the learner/customer will be notified of the outcome in writing. Corrective action identified will be recorded and tracked for completion. These will inform our continuous improvement cycle.

A response will be issued by the Training Manager within 14 days from acknowledgement of the complaint.