
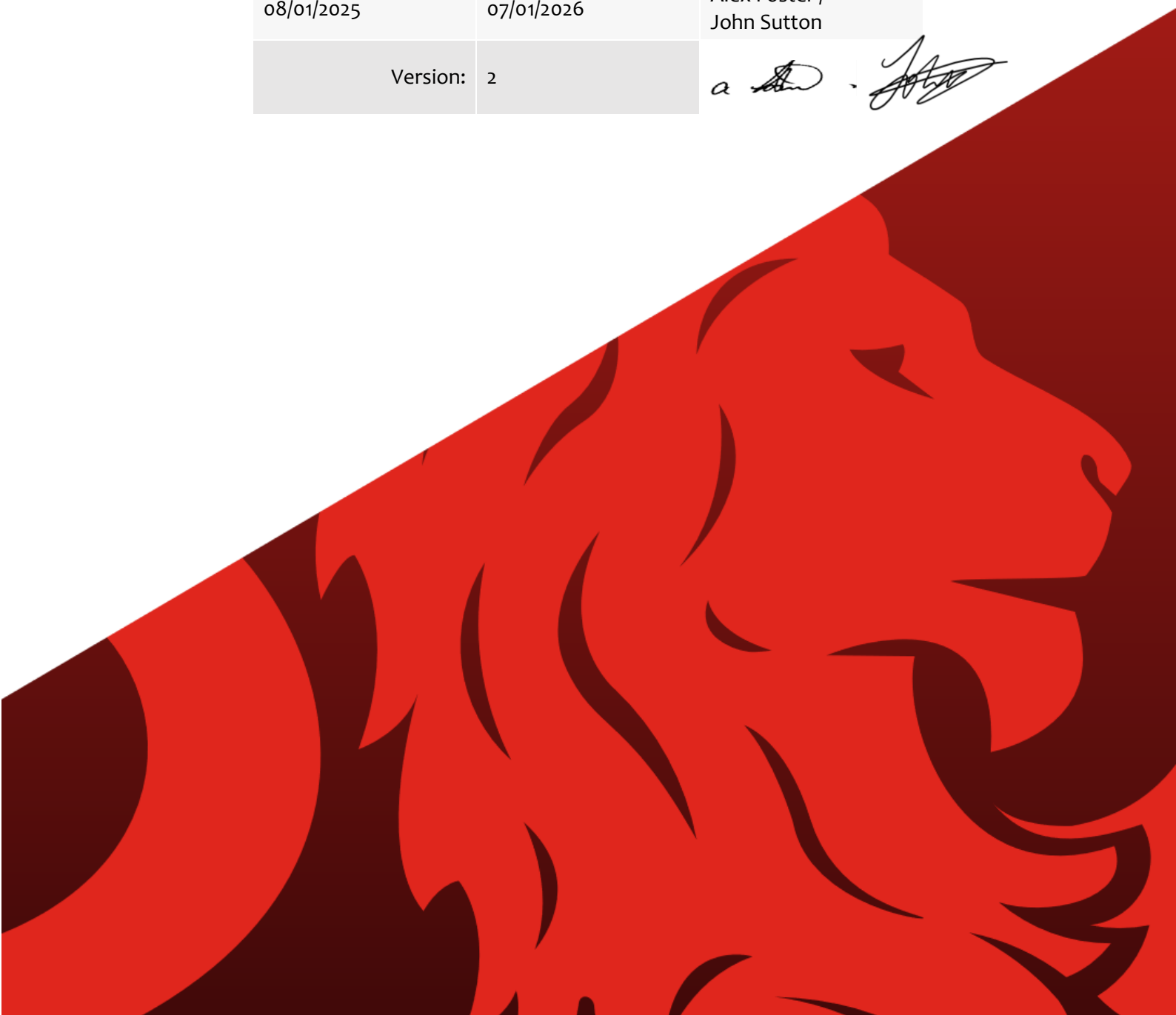


CGT.PRO.002

Complaints & Appeals Procedure

Date effective	Policy review date	Approver
08/01/2025	07/01/2026	Alex Foster / John Sutton
Version:	2	



Section 1 - Purpose

This procedure detail how the company and individuals are to handle complaints both from outside of the company and from within

Section 2 - Scope

The objectives of this policy are to:

- Provide a transparent procedure which clearly outlines how complaints will be handled within City & Guild Training UK Ltd
- Ensure all complaints are handled sensitively, fairly and with respect for privacy (where requested)
- Resolve problems and concerns quickly and successfully
- Improve the services of City & Guild Training UK Ltd by acting promptly to action any recommendations provided following the investigation of complaints.

Complaints may be accepted if submitted by:

- learners, apprentices, parents/carers/guardians of learners under the age of 18 (or up to the age of 25 for learners with Education, Health and Care Plans),
- employers,
- customers,
- other stakeholders or members of the public.

It is City & Guild Trainings intention to provide a fair and transparent process where complaints and appeals are handled sensitively, fairly and with respect for privacy (where requested)
Complaints may not be made by representatives or a third party

Section 3 - Responsibilities

Responsibility for this procedure's implementation rests with the Head of Quality and Compliance and is responsible for reporting to the wider SLT.

All staff are responsible for following the process set out within this procedure

All department heads and managers shall assist in implementing, reviewing and investigations relating to this process.

All training and assessment staff shall brief the detail of this procedure at the point of training / assessment and Appx. A shall be clearly displayed in each venue.

Section 4 - Definitions

AM – Area Manager

SLT – Senior Leadership Team

Learners – Any Candidate, Delegate, Apprentice or any person attending an City & Guild Training programme.

QMS – Quality Management System

Section 5 – Complaints

When a written complaint is received the person receiving shall send the complaint to complaints@tradeskills4u.co.uk or compliance@Intertrain.biz and include any relevant information to the complaint.

The compliance team shall record the complaint and acknowledge receipt with the complainant from the complaints@tradeskills4u.co.uk or compliance@Intertrain.biz email account within 1 working week.

The complaint will be allocated to the relevant department head(s) for investigation.

Once the full circumstances of the complaint have been ascertained, agree the course of action. The complaint shall be resolved no later than 30 days from the original date of receipt of the complaint. Any correspondence shall always copy in complaints@tradeskills4u.co.uk or compliance@Intertrain.biz to allow for accurate recording and reporting.

Should the complaint remain unresolved after this point, it will be escalated to the next stage in the organisational structure, where the same process above will be reviewed and adopted until an agreed resolution has been accepted by all parties.

Should the complaint still not be resolved then this shall be escalated to the relevant assurance / awarding body and their own procedures shall take precedent.

Section 6 – Appeals

When a learner appeals, the appeal should be made to the trainer / assessor in the first instance.

Should a resolution not be made between the learner and the trainer then this shall be escalated to the local centre manager for review.

Local centre manager shall review and form an independent decision, centre manager to inform the learner of the decision at this point

Should a resolution not be achieved at this point then the appeal shall be put in writing and referred to the quality team using the complaints@tradeskills4u.co.uk or compliance@Intertrain.biz email.

Quality and compliance to acknowledge receipt of the appeal within 2 working days.

Quality and compliance team to review the appeal and form a decision.

Learner to be informed of the appeal decision within 10 working days.

If the appeal remains unresolved after this point, it will be escalated to the next stage in the organisational structure, where the same process above will be reviewed and adopted until an agreed resolution has been accepted by all parties.

Should the complaint still not be resolved then this shall be escalated to the relevant assurance / awarding body and their own procedures shall take precedent.

Section 7 – How will this be monitored / recorded / used

Complaints and appeals shall be reported on a monthly basis to the wider SLT for review and monitoring purposes.

Complaints and appeals will be recorded within the QMS – Incident log and referenced to ensure consistency in applying outcomes.

Outcomes shall be reviewed, and lessons learnt should be undertaken to prevent re occurrence where fault is found, or where better practice could be adopted.

Where outcomes need to be shared for quality improvements these shall be anonymised to prevent identification of individuals or groups involved.

Section 8 – How any exceptions to anything above is handled

Any complaint where a breach in regulations is found shall be reported to the relevant organisation before proceeding with a formal investigation i.e. GDPR, SFA, NSAR, OFSTED

Section 9 – Related Documents

All documents to be kept in the compliance systems

Section 10 – References

Appendix A For display in venues

Learner Complaints and Appeals Procedure

There are various types of assessment that take place within City & Guild Training UK Ltd and where those assessments are governed by their own quality assurance bodies. We recognise and suppose that every learner has the right to appeal against the assessment decisions made against them – we also recognise that this may be a time of upset and disagreement.

Therefore, to ensure that we are compliant with the various requirements of each governing body and also make the appeals procedure clear and easy for all users, we have adopted the below procedure when a learner would like to make an appeal:

Stage 1 If a learner feels that an assessment decision made by their trainer or assessor is unfair, they should in the first instance; tell the trainer/assessor at the time of the decision explaining their reasons for dis-satisfaction and itemising the areas where they feel they have not been fairly assessed. For complaints proceed directly to **Stage 4**

Stage 2 The trainer/assessor should review the assessment decision and if appropriate ask another trainer/assessor to review the assessment decision for confirmation or amendment of the original decision.

Stage 3 If the assessment decision cannot be resolved between the trainer/assessor and the learner it should then be referred to the centre manager

Stage 4 Should a resolution not be achieved at this point then the appeal shall be put in writing and referred to the quality team using the complaints@tradeskills4u.co.uk or compliance@Intertrain.biz email

Stage 5 Should the complaint still not be resolved then this shall be escalated to the relevant assurance / awarding body and their own procedures shall take precedent. Their decision is final.