

Complaints and Appeals Policy

Policy Owner: Cubitt Education Ltd

Approved by: Sadie Walters

Date: 04.08.2025

Review Date: 04.08.2026

1. Policy Statement

Cubitt Education Ltd is committed to delivering high-quality training, assessment, and customer service. We welcome feedback and take complaints seriously, using them to improve our services.

We also recognise that learners, clients, and stakeholders have the right to appeal assessment decisions if they believe they have been unfairly or incorrectly assessed.

This policy outlines the procedures for:

- **Complaints** – dissatisfaction with any aspect of our services, facilities, staff conduct, or training delivery.
- **Appeals** – formal requests to review an assessment decision.

This policy applies to all staff, learners, clients, apprentices, and corporate training participants, whether training is delivered face-to-face or online.

2. Scope

This policy covers:

- Complaints about teaching, assessment, or feedback
- Complaints about facilities, learning resources, or online platforms
- Complaints about staff conduct or behaviour
- Appeals against assessment decisions
- Concerns relating to equal opportunities, safeguarding, or data protection

3. Legal and Quality Framework

This policy is informed by:

- Education and Skills Funding Agency (ESFA) requirements

- Ofsted Education Inspection Framework
- Awarding body assessment regulations
- UK GDPR and Data Protection Act 2018
- Equality Act 2010

4. Complaints Procedure

Stage 1 – Informal Resolution

- Wherever possible, complaints should be raised informally with the relevant staff member or trainer at the earliest opportunity.
- Many issues can be resolved quickly through discussion and clarification.

Stage 2 – Formal Complaint

- If the matter is not resolved informally, a formal complaint should be submitted in writing to the Complaints Officer within 10 working days of the incident.
- The complaint should include:
 - Details of the issue
 - Relevant dates, times, and people involved
 - Any supporting evidence (emails, screenshots, documents)

Acknowledgement: Written acknowledgement will be sent within 5 working days.

Investigation:

- The Complaints Officer will investigate the matter, which may involve meeting with the complainant and any relevant staff.
- A written outcome will be provided within 20 working days of receipt.

Stage 3 – Appeal of Complaint Outcome

- If the complainant is dissatisfied with the outcome, they may appeal in writing to the Senior Manager/Director within 10 working days of receiving the decision.
- The Senior Manager will review the case and respond within 15 working days.
- This decision will be final.

5. Appeals Procedure (Assessment Decisions)

Stage 1 – Informal Discussion

- The learner should first discuss the assessment decision with the assessor to seek clarification and possible resolution.

Stage 2 – Formal Appeal

- If unresolved, the learner must submit a written appeal to the Internal Quality Assurer (IQA) within 10 working days of receiving the assessment result.
- The appeal should clearly state:
 - The decision being appealed
 - The reason(s) for the appeal
 - Supporting evidence

Acknowledgement: The IQA will acknowledge the appeal within 5 working days.

Investigation:

- The IQA will review the assessment evidence, assessor feedback, and relevant standards.
- A written outcome will be provided within 20 working days.

Stage 3 – External Appeal

- If the learner remains dissatisfied, they may escalate the appeal to the relevant awarding body, following its published appeals procedure.

6. Confidentiality

- All complaints and appeals will be handled sensitively and confidentially, in line with our Data Protection & GDPR Policy.
- Information will only be shared with those directly involved in resolving the matter.

7. Records and Monitoring

- A central log of all complaints and appeals will be maintained.
- Outcomes will be reviewed regularly to identify trends and improve services.

8. Policy Review

This policy will be reviewed annually or sooner if there are significant changes in legislation, awarding body requirements, or organisational procedures.

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