

APPEALS AND COMPLAINTS: INFORMATION FOR ORGANISATIONS

TCR Training Ltd is committed to providing a high quality service to all of its customers and learners. If you are unhappy with any aspect of this service, we wish to know and will make every effort to deal with any concerns quickly, fairly and effectively.

If a learner or organisation is unhappy with an assessment decision and you wish this to be formally reviewed, you should use TCR's **Appeals** procedure.

If you are unhappy about any other aspect of TCR's service, you should use TCR's **Complaints** procedure.

Information on both procedures is below.

APPEALS

- 1 This procedure applies when a learner wishes to appeal against the outcome of assessment. An organisation may co-ordinate appeals on behalf of a group of learners, but learners should always submit individual Appeal forms which should be countersigned by their organisation.
- 2 Appeals may be on a number of grounds, including:
 - Inappropriate conduct of the assessment
 - The adequacy of the range, nature and comprehensiveness of the evidence when set against national standards and evidence requirements
 - Unfair assessment based on misinterpretation of assessment criteria
 - Subjective assessment due to personal bias (eg gender, race, disability, sexuality)
- 3 *Step 1:* If a learner is dissatisfied with the result of an assessment, s/he should initially seek an informal discussion with the assessor to discuss the appeal and ensure that full feedback on the decision has been given. This may be through a meeting, telephone conversation or by e-mail. This may resolve the matter. The informal discussion should normally take place within 2 weeks of notification of the result of the assessment.
- 4 *Step 2:* If the learner is not satisfied with the outcome of this discussion, s/he should discuss the matter with his/her organisation and s/he may make a formal appeal to TCR. To do this, the learner should request a copy of TCR's *Appeal Form* from his/her organisation (appendix 1), complete this and return it to his/her organisation. The organisation's representative should then countersign this to show they support the appeal and will then send it to TCR for the attention of a Director. The completed Appeal form should be normally submitted to TCR within 2 weeks of the informal discussion. Please note that TCR will not normally accept Appeal forms directly from learners.
- 5 *Step 3:* TCR will take the following action on receipt of the appeal:
 - Acknowledge receipt of the appeal to the learner and organisation within 1 week
 - Ensure that the Directors are informed of the appeal
 - Contact the assessor to request a written report on the disputed assessment
 - Contact the Internal Moderator and request that the disputed assessment is internally moderated
 - If Internal Moderation has already taken place, request a second Internal Moderator to review the disputed assessment.
 - Ensure that the Directors consider the report(s) of the Internal Moderator(s) and decide on action as required
 - Ensure that a Director sends a response on the outcome of the appeal and any recommendations to the organisation and learner

TCR. will endeavour to send you a response within 3 weeks of receipt of the appeal.

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- 6 *Step 4:* If learner and his/her organisation are dissatisfied with the result of the appeal, you should notify TCR within 2 weeks of receiving notification of the outcome. The organisation must provide a supporting letter to explain why the appeal remains unresolved. A Director of TCR will consider the response and if s/he is satisfied that the reasons for the appeal were not adequately addressed in the second stage, an appeal panel will be convened within 3 weeks.
- The panel will consist of 2 Directors from TCR and an Internal Moderator or Assessor who has not previously been involved with the Appeal. The learner and an organisation representative will be invited to attend.
 - All documentation relevant to the disputed assessment and appeal should be available for consideration and sent to all parties in advance of the meeting.
 - The panel will discuss all evidence pertaining to the appeal.
 - A formal report will be made and a copy sent to the organisation and the learner, and filed.
- 7 *Outcomes of the Appeal:* The following outcomes are possible:
- the appeal is dismissed
 - the appeal is upheld in part, any previous decision is amended and any further action necessary is stated
 - the appeal is upheld in full and any previous decision is amended.
- 8 *Further Appeals:* If you are still dissatisfied with the result of the appeal, you may appeal to the Awarding Body. TCR will provide contact details.
- 9 *Action by TCR:* If the result of an appeal indicates staff development needs for a trainer, assessor or internal moderator, or any other issues for the organisation, TCR will ensure that these are formally recorded and addressed by the Directors. The Annual Quality Review will monitor that any such issues have been followed up.
- 10 All records relating to an Appeal will be filed and made available to the Awarding Body's representatives on request.

COMPLAINTS

- 1 If you have a complaint about any aspect of TCR's service, the following procedure will apply:
- 2 *Step 1:* The matter should be discussed with the TCR representative concerned in the first instance. It is hoped that this will resolve the matter quickly and easily.
- 3 *Step 2:* If the matter is not resolved, the learner or other complainant should inform their own organisation and request a copy of TCR's *Complaints Form* for completion (Appendix 2). The organisation will submit the completed form to TCR, for the attention of a Director.
- 4 *Step 3:* TCR will take the following action on receipt of the complaint:
- Acknowledge receipt to the organisation and complainant within 1 week.
 - Contact the organisation and/or complainant for further information if necessary
 - Request reports from TCR trainers, assessors and/or internal moderators involved in the complaint
 - Hold a meeting of the Directors to discuss the complaint
 - If the complaint involves a Director, the other Director will lead the investigation and another TCR representative (eg Internal Moderator) will be invited to participate in the Directors' meeting about the complaint
 - Make a formal report of the meeting
 - Send a written response to the organisation and complainant within 3 weeks of the receipt of the complaint, outlining any proposed action.

TCR will endeavour to send you a response within 3 weeks of receipt of the complaint.

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- 6 *Step 4:* If the complainant and organisation are still dissatisfied, you will be invited to meet the Directors to discuss the matter. TCR will invite an independent representative (eg Quality Consultant, an Internal Moderator, an Assessor or a Trainer not previously involved in the complaint issue) to attend the meeting and seek a resolution. The meeting will be minuted.
- 7 *Action by TCR:* If the result of a complaint indicates staff development needs for a trainer, assessor or internal moderator, or any other issues for the organisation, TCR will ensure that these are formally recorded and addressed by the Directors. The Annual Quality Review will monitor that any such issues have been followed up.
- 8 All records relating to a Complaint will be filed and made available to the Awarding Body's representatives on request.

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APPENDIX 1

APPEAL FORM

Please complete this form only if you have already discussed your appeal with your organisation and with the TCR Training Ltd representative concerned.

Please ensure you and your organisation representative sign and date this form.

You should pass the completed form to your organisation representative to be forwarded to TCR.

Your name:			
Your address: (include postcode)			
Tel. No			
Organisation:			
TCR Course attended:			
Title of disputed assessment:			
Name of Assessor			
Date of initial discussion with assessor			
Reason for Appeal			
Comment by organisation representative			
Signature of organisation representative		Date	
Your signature		Date	

Your appeal will be taken seriously and treated confidentially.

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APPENDIX 2

COMPLAINT FORM

Please complete this form only if you have already discussed your complaint with your organisation and with the TCR Training Ltd representative concerned.

Please ensure you and your organisation representative sign and date this form.

You should pass the completed form to your organisation representative to be forwarded to TCR

Your name:			
Your address: (include postcode)			
Tel. No			
Organisation:			
TCR Course attended:			
Name of TCR representative to whom you have complained			
Date of initial discussion with TCR representative			
What is your complaint?			
Comment by organisation representative			
Signature of organisation representative		Date	
Your signature		Date	

Your complaint will be taken seriously and treated confidentially.