

COMPLAINT AND APPEALS POLICY



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Formal complaints policy & procedures

You may raise a formal complaint at any stage of the EPA process by telephone, email or letter. All formal complaints are treated seriously and follow the procedures set out in this policy.

Apprentices are encouraged to raise any areas of concern with the EPA Admin Team as soon as they arise so that they can be resolved as quickly as possible. The admin team will then do everything possible to resolve the matters raised and may request that the EPA Programme Manager review the formal complaint.

Should the formal complaint not be resolved prior to EPA, or a formal complaint is made once the EPA is complete, then the complainant should contact the EPA Programme Manager in writing at epa@isbl.org.uk. The query will then be directed to the EPA Programme Manager, who is also responsible for the assurance of the EPA process. This individual will address the formal complaint, resolving it whenever possible.

Each formal complaint received will be acknowledged within 2 working days of receipt, with its resolution being completed within 15 days or to a mutually agreed date.

We will keep a written record of the formal complaint, and a letter will be sent to the complainant summarising the situation and confirming an agreed solution.

We take formal complaints very seriously, and as a result of any formal complaint (whether fully, partially or not upheld), we will ensure that our quality assurance procedures are reviewed in relation to the nature of the formal complaint.

Appeals procedure for end point assessment

This procedure outlines the process for appealing against judgements made in the EPA processes.

The purpose of an appeals procedure is to hear appeals against procedures and/or judgements made by the EPA partnership in the respect of your end point assessment. You may appeal if you think that:

- an incorrect judgement has been made, or
- incorrect procedures have been followed which have resulted in your being unsuccessful.

You should make clear the basis for your appeal

The appeals process will result in a reassessment of your work using the paperwork available to the original assessor and/or moderators followed by an appeal hearing. In the case of a procedural appeal, further investigation may be required in advance of the hearing.

If you have any other concerns arising from the EPA process, you are advised to raise this with the EPA admin team directly and, if necessary, to use the formal complaints procedures described above.

Information resolution

You should seek to address concerns on the end point assessment informally with the EPA admin team in the first instance. This does not affect your right to make a formal appeal where you are not satisfied with a judgement made.

Appeals procedure

Should you wish to make an appeal, please email the EPA admin team epa@serco.com for an appeals form and submit it to the same address within 10 working days of the judgement about which you wish to appeal. The EPA Programme Manager will have discretion to extend this time limit so that you are not treated unjustly.

Where an appeal is to be made, information should be presented on the prescribed form including:

- Your name and contact address
- The organisation at which you work
- The basis for your appeal

You should sign and date your completed form and send it to the address below. (Please note the form can be completed electronically but must then be printed, dated and posted to the address provided.)

*Appeals Process, EPA Team,
ISBL
53 Butts
Coventry, CV1 3BH*

The appeals process

Receipt of your appeals form will be acknowledged within two working days, and we will then review the judgement on your complaint.

Outcome

The decision of the appeals panel will be final and, in all cases, will either:

- ratify the original judgement; or
- overturn the original judgement.

You will be informed by letter of the outcome of the appeal, within five working days of the appeal taking place, along with reasons for the decision.

You will be entitled to view documentation from the appeals panel should you so wish.