

College of London Limited

Appeals and Complaints Policy

Feedback

College of London Limited welcomes all comments, suggestions and feedback about our programmes, systems, staff, and associates, whether this is positive or negative. College of London Limited takes feedback, complaints and appeals seriously and will investigate and provide a response promptly. College of London Limited will use complaint and feedback data to improve our service to learners to identify trends and patterns to inform and support our quality assurance process and the quality of our programmes and services.

Complaints Process

Complaints are generally accepted to be concern or dissatisfaction relating to College of London Limited customer service, systems and/or processes.

It is important that trust and goodwill is maintained between College of London Limited and learners so that any concerns can be resolved quickly and promptly at an appropriate level. Recourse to the formal complaints procedure should be seen as a last resort.

The learners registered for the Level-3 NVQ Experienced Worker Qualification must complete their portfolios and submit relevant information within 18 month of their registration with the Awarding Organization. Failure to do so will result in automatic withdrawal of registration without prior notice.

Appeals Process

Appeals may be made against a range of issues relating to assessment of College of London Limited programmes:

- progression from one stage of a qualification programme to another
- assessment results – a decision made by the Assessor or Internal Verifier
- a decision to decline a request for a reasonable adjustment or special consideration
- a decision following an investigation into malpractice, maladministration, plagiarism and/or cheating

Appeals can be made regarding the results of BSC Level 1 Health & Safety in a construction environment:

- training delivery being below the expected standard
- assessments, examinations or tests conducted by College of London Limited

If the matter in question is not about one of the topics noted above, the Complaints Process should be used.

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The College of London Limited Complaints and Appeals Procedures:

Although the Complaints procedure and Appeals procedure are different in as much as they are addressing different types of issue, both use an identical process in the way in which they are conducted. The procedure is therefore described here only once.

1. Appeals and Complaints should be referred College of London Limited in writing as soon as a learner wishes to lodge a Complaint or Appeal. The following information should be provided:
 - whether the matter is a Complaint or an Appeal.
 - name, signature, contact address and daytime contact number of the person raising the matter
 - date of complaint or appeal
 - details of the qualification being undertaken
 - detailed statement of the complaint or appeal and the reason for raising it
 - any documentary evidence to support the complaint or appeal
2. College of London Limited will acknowledge the complaint or appeal within 5 days of receipt
3. College of London Limited will appoint an independent investigator to investigate the issue with all parties (usually, but not necessarily, the Centre Manager). College of London Limited may request further evidence or explanation which must be supplied promptly. Decisions will be based on evidence of facts provided.
4. College of London Limited will inform the appellant of the progress of the investigation and aim to resolve the issues as quickly as possible.
5. College of London Limited aim to resolve complaints and appeals within 30 days but if it takes longer College of London Limited will explain why
6. Once College of London Limited have completed the investigation, College of London Limited will respond to the appellant with 10 days
7. Final decisions are formally notified to the College of London Limited
8. If the complaint or appeal is upheld College of London Limited will explain how the decision is justified based on the evidence
9. If the complaint or appeal is not upheld College of London Limited will explain why the evidence does not justify the claim
10. College of London Limited will explain the follow up action to be taken although this will vary according to the nature of the complaint or appeal
11. In the case of a learner not being satisfied once the College of London Limited procedure has been exhausted, the learner can escalate the matter to the awarding body, following their published complaints and appeals process.
12. The awarding body's decision will be final.

The complaints and appeals procedure should not be deliberately misused or abused. If a complaint or appeal is found to be either frivolous or vexatious it will be dismissed and College of London Limited will notify the reasons for the decision.

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Learners without fear of being disadvantaged may raise legitimate concerns. However, a complaint or appeal can only be escalated to the awarding body once College of London Limited procedures have been followed properly.

An escalation of a complaint must relate to customer service, systems and/or processes that learners were led to believe would be provided or that they could reasonably expect to be provided. A complaint cannot be entertained where the subject is that an assessment decision is in question – this would more properly be dealt with under Appeals Process. However, the complaint might also have had a direct impact on the learning experience or achievement of the qualification, and should be taken in consideration with any Appeal.

A Complaint might include issues arising of:

- customer service
- unclear or misleading marketing information
- assessment, access to assessment and examinations
- equal opportunities
- registration
- certification

An Appeal may only be made against a range of issues relating to assessment of College of London Limited programmes, such as:

- progression from one stage of a qualification programme to another
- assessment results – a decision made by the and/or College of London Limited – formative or final
- a decision to decline a request for a reasonable adjustment or special consideration
- a decision following an investigation into malpractice, maladministration, plagiarism and/or cheating
- assessment, examinations or tests conducted by College of London Limited

If the matter in question is not about one of the topics noted here, the Complaints process should be used.

College of London Limited log, monitor and evaluate all complaints and appeals and report on these periodically through our normal governance committee structure. Learners are able to escalate their complaint/appeal to the relevant Regulatory Body if required.