



# Carnew Training & Development Centre

## Complaints & Appeals Policy



## **COMPLAINTS & APPEALS POLICY**

Complaints and appeals are managed fairly, efficiently and effectively. Carnew Training & Development Centre creates an environment where clients or learners views are valued. Any person wishing to make a complaint against Carnew Training & Development Centre, concerning its conduct as a Training Provider, or an appeal regarding an Assessment decision, shall have access to the complaints and appeals procedure.

All formal complaints and appeals will be heard and decided on within 15 working days of receiving the written complaint or appeal. Any substantiated complaints will be reviewed as part of the continuous improvement procedure.

### **PROCEDURE**

Complaints arise when a client or learner is dissatisfied with an aspect of Carnew Training & Development Centres services, and requires action to be taken to resolve the matter.

Appeals arise when a client or learner is not satisfied with a decision that Carnew Training & Development Centres has made. Appeals can relate to assessment decisions, but they can also relate to other decisions.

Persons with either a complaint or an appeal have access to the following procedures:

### **INFORMAL COMPLAINT (OR FEEDBACK)**

- The initial stage of any complaint (or feedback) shall be for the client or learner to communicate directly with Carnew TDC's Staff, Tutor or Training Manager.
- Clients or Learners dissatisfied with the response to the informal feedback or complaint may initiate a formal complaint.

### **FORMAL COMPLAINT OR APPEAL**

- The informal complaint procedure should be used first.



- Formal complaint / appeal forms are available from administration, all completed forms are to be lodged with administration, and then forwarded to the Training Manager and Centre Manager. All information will be kept strictly confidential.
- An acknowledgement letter is to be forwarded to the applicant upon receipt of the complaint. The Centre Manager / Training Manager will at this point organise a meeting to discuss their concerns. The student may be accompanied by one other person as support or as representation.
- The complainant has a right to notify the relevant Awarding Organisation at any stage in the complaints/appeals process, details of same are

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QQI  
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Email: Contact Us – [www.QQI.ie](http://www.QQI.ie)

- Both parties; the student and the relevant staff member shall be given an opportunity to present their case to the Centre Manager or Training manager. Students will receive an outcome statement within 5 working days of making its decision.
- Where a complaint or appeal is upheld, the Centre will consider whether this has had any impact on other learners and address accordingly.
- In consultation if an amicable result cannot be achieved the student may access 3rd party intervention.
- Assessment appeals are dealt with through our Assessment Regulations and Appeals Policy, please refer to this policy if an appeal is being made in regards to examination or assessment results.

