
Old Coolattin Country CLG

T/a

Carnew Training and Consultancy



Complaints & Appeals Policy

Version 1 reviewed May 2016

Version 2 reviewed July 2018

Version 3 reviewed March 2020

Version 4 July 2022 (updated)

Version 5 June 2025 (updated)

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 Service & 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 Centre's 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 Centre 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 Organization at any stage in the complaints/appeals process.
- 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 may also be dealt with through the Awarding Bodies Appeals process



For Employee related complaints please refer to the Grievance procedures in the Employee Handbook.

Formal Complaint or Appeal Form	
Name of person filing complaint or appeal	
Address	
Telephone	
Email	
Student Number (or) Course Title	

Please write your complaint or appeal on the space below and on back of page. Please use additional pages if required. You may include any additional documentation which will help us investigate your complaint or appeal. PLEASE SIGN & DATE THIS FORM.

[illegible]

I certify that the information given in and with this form is accurate and complete to the best of my knowledge.

Signed:	Date:
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