**Complaints and Appeals Procedure**

**Introduction**

Highways Training UK is committed to providing a high-quality training service. We continually improve our assessment quality and decision-making; however, we recognise situations can arise where people consider they may have grounds for an appeal or complaint. This document sets out our complaints and appeals procedure which should be followed by learners, providers, employers or members of the public if they have queries or concerns about the service delivered by Highways Training UK.

**Scope**

This policy covers complaints and/or appeals that learners, members of the public, providers or employers may wish to make in relation to the services delivered by Highways Training UK. Complaints or appeals about end-point assessments are outside of the scope of this policy as we have separate policy and procedures for end-point assessment.

**Provider Responsibility**

It is the responsibility that all staff involved in service delivery to ensure learners are aware of the contents of this policy.

**Procedures**

Highways Training UK distinguishes between complaints and appeals. A complaint is an expression of dissatisfaction with facilities or services provided. Appeals are specific challenges to judgements made in relation to an assessment. It is Highways Training UK’s policy to ensure that all complaints and appeals are thoroughly investigated and given fair consideration, with findings communicated within agreed timescales. There are two procedures contained within this document:

* complaints procedure
* appeals procedure

**Complaints Procedure**

All Highways Training UK’s staff have been trained to support learners: any complaints made to trainers/ assessors will be fed back to the training centre. We will log a complaint if the complainant states that s/he wishes to make a complaint whether this be verbally or in writing.

We would advise you to resolve any issues at the earliest opportunity by speaking with the trainer or member of staff concerned. If you feel this is not appropriate or you are dissatisfied with their response, you may escalate your complaint to a complaints & appeals manager. When making a complaint to Highways Training UK, please provide:

* A statement of the circumstances surrounding the complaint
* Any other supporting documents relevant to the complaint

You may do this in writing or by calling 01782 517593 and asking for the complaints & appeals manager.

Complaints should be sent to:

Training Centre Complaints & Appeals Manager,

Highways Training UK Ltd,

The Barns,

400 Biddulph Road,

Stoke on Trent,

Staffordshire,

ST8 7QW

jessica@highways-training.com

When we receive your complaint:

* We will acknowledge your complaint within 7 working days.
* The complaint manager will begin to investigate the matter and will aim to respond within 5 weeks of receipt. If a definitive outcome cannot be given within this time (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be updated as to the progress being made.
* We will treat your correspondence in strict confidence, with fairness and objectivity.
* We will inform you of our decision when a full investigation has been completed.

If you are dissatisfied with the decisions and/or actions taken by the complaint manager, you may ask for your complaint to be referred to our managing director who will review your complaint.

**Appeals Procedure**

Highways Training UK provides an assessment and certification service that is quality assured both internally and externally to ensure learners receive consistent and fair treatment.

Highways Training UK carries out internal assessment for our fencing qualifications. If you are dissatisfied with your assessment results you should talk this over at the earliest opportunity with your assessor. If you remain dissatisfied after this discussion, you should make a formal appeal in writing to:

Training Centre Complaints & Appeals Manager,

Highways Training UK Ltd,

The Barns,

400 Biddulph Road,

Stoke on Trent,

Staffordshire,

ST8 7QW

jessica@highways-training.com

An appeals panel will look at your appeal and contact you with an outcome.

If you are dissatisfied with this outcome, you may escalate your appeal to Lantra as the awarding body for your qualification. You should contact Lantra within 3 months of the assessment you are appealing against. Lantra will only consider your appeal after Highways Training UK’s appeal process has been exhausted. Their appeals policy and procedures are available on the link below.

<https://www.lantra.co.uk/sites/default/files/201807/Appeals%20Policy%20July%202018.PDF>