



SARUM LEARNING  
APPEALS AND COMPLAINTS POLICY 2023

## APPEALS AND COMPLAINTS POLICY

### PURPOSE

This policy outlines the process that should be followed by candidates, tutors, assessors, partners or employers who are involved with training and/or qualifications offered by Sarum Learning Ltd ('the Centre').

All appeals and complaints should be made in writing to:

Sarum Learning Ltd  
The Portway Centre, 1 Old Sarum Park  
Old Sarum, Salisbury  
Wiltshire  
SP4 6EB

The Centre will also give the opportunity for appeals or complaints to be made in person if required.

The appeals process is not a method of circumventing or setting aside the professional judgement of assessors on the performance of learners; it is a way of ensuring that as far as possible all relevant circumstances affecting a student's performance are brought to light and taken into account before a final decision is taken. Consequently, if an appeal is successful, the decision reached will normally be in accordance with the regulations set out by the awarding organisation.

### COMPLAINTS

Learners could complain to the centre about the following areas:

- Information, Advice and Guidance provided by the Centre
- Access to assessment
- Process of assessment
- Access to internal verification
- The handling of an appeal
- Administrative issues, e.g. failure to register/apply for certification.
- Assessors/tutors

Assessors/tutors could complain to the centre about the following areas:

- Access to support and guidance
- Access to internal verification
- Administrative issues
- Insufficient time to undertake the function.



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- Employers / Partners

Employers could complain to the Centre about the following areas:

- Information, Advice and Guidance provided by the Centre
- Access to assessment
- Administrative issues
- Assessment issues

### COMPLAINTS PROCESS

Learners, assessors/tutors, and employers can make an official complaint verbally, in writing, by telephone or email. If a complaint is made verbally, the details will be noted down on a member of the Centre's team. Complaints can be made directly by completing the complaints form, available from the Centre by email to [info@sarum.org.uk](mailto:info@sarum.org.uk).

The complaints form contains the following details:

- name of complainant and address or email
- names of the learner's tutor/assessor and IQA (if applicable)
- the date on which the complaint is made
- a contact number
- details of the complaint
- what the complainant would like the Centre to do

Details of the complaint will be acknowledged within 7 working days, and the relevant individual will be informed of the name of the person who will deal with the complaint. It will be passed to the Head of Centre to be dealt with, and a reply can be expected from that person within a further 10 working days. Complaints will remain confidential.

The response to the complaint will tell the individual:

- what we have done in response to the complaint
- where applicable, what we will do next, and how and when we will inform them
- give the complainant an opportunity to tell us how well they think we have dealt with the complaint, and how we could improve the complaints procedure

The details of all complaints will be recorded on a 'continuous improvement feedback log'. The Head of Centre is responsible for identifying any patterns, trends and improvement areas from the log and implementing continuous improvement actions.

### APPEALS

The Centre will inform learners of the appeals policy and procedures at induction. The Centre provides the appeals form upon request, available by email



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to [info@sarum.org.uk](mailto:info@sarum.org.uk) or hard copy from Centre staff. The form must be completed by both the learner and tutor/assessor and requires the following details:

- Full name and registration number of the learner
- Full name of the trainer/tutor
- Full name of the IQA
- Date when the dispute occurred
- Details of the assessment/unit/decisions under dispute

The Centre will carry out the following upon receiving an appeal:

- Record and validate any appeal
- Keep records of any appeals for external quality assurance for a minimum of 18 months
- Provide a staged and fair appeals procedure
- Take appropriate action to protect the interests of other learners and the integrity of the qualification, where the outcome of an appeal questions the validity of other results
- Monitor appeals to inform quality improvement

APPEALS PROCEDURE

Stage 1 Informal

The learner consults with assessor within 4 weeks following the assessment decision, to discuss and attempt to resolve the disputed assessment decision. If unresolved the appeals form is completed, and appeal moved to stage 2.

Stage 2 Review

The disputed assessment decision is reviewed by an IQA and the appeal considered by the Head of Centre. Learner is notified of findings on the appeal form and either agrees or disagrees with the findings. If unresolved, the appeal is moved to stage 3.

Stage 3 External appeal

The grounds for appeal and any supporting documentation will be submitted by the Head of Centre to the relevant Awarding Organisation in accordance with the policy set out in the Awarding Organisation's centre handbook.

POLICY REVIEW

Policy reviewed on an annual basis by Sarum Learning's Head of Centre. Next review due on 6th November 2024.

	<b>Name</b>	<b>Date</b>
Approved by	Luke James	06/11/23
Updated by		
Reviewed by		