

## NWEAT – Appeals and Complaints Procedure

Northwest Education & Training Ltd (NWEAT) is an independent training provider delivering high-quality teaching and learning to a variety of learners across the North West of England. Our business is built upon a foundation of knowledge, reliability, and professionalism, which are key qualities our clients look for when considering a provider for their training. If you are not completely satisfied with the service and training that NWEAT has provided, then you have the right to complain. This policy sets out NWEAT's complaint's procedure and the steps that must be followed in the event of a complaint.

### Our Promise

NWEAT is committed to providing a quality service and achieving the highest standards of conduct. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers.

### Therefore, we aim to ensure that:

1. Making a complaint is as easy as possible.
2. We treat a complaint as any clear expression of dissatisfaction with our service which calls for a response
3. We treat any complaints seriously, whether it is made in person, telephone, letter or by e-mail
4. We deal with complaints promptly, politely and effectively.
5. We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
6. We learn from complaints and use them to actively improve our service

This procedure is not applicable for complaints about related organisations, issues and decisions.

If you do have a complaint about any other related organisation, issue or decision you would need to address this with them.

### How to Make a Complaint

- Complaints can be made in writing, by e-mail, telephone or in person (by appointment please).
- Please indicate your preferred method of response and provide accurate contact details and information so that we may provide you with a timely response.
- If you are clear about the service that you are complaining of and know whom you need to contact, please make your complaint directly to them. If your complaint is about a tutor or assessor, please contact NWEAT supplying the name or title of the appropriate member of staff (if known) with as much relevant supporting information as possible. You can contact us at:

**Northwest Education & Training Ltd,**

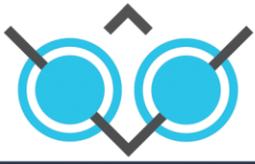
**Unit 9, 100 Sefton Lane,**

**Maghull.**

**L31 8BT**

**Telephone: 0151 526 4949**

**E-mail: [info@nweat.co.uk](mailto:info@nweat.co.uk)**



## What Happens Next?

We will reply within 10 working days from when your complaint is received. If it is not possible to provide a full response within this time because further investigation is required, then you will be given an interim response which will detail what actions are being taken and when you can expect a full reply.

The full reply will include details of who to contact next if you believe that your complaint has not been dealt with properly. Complaints will initially pass to the Managing Director, Angela Owens and then pass to the Board of Directors in the event of dissatisfaction with the initial response.

All complaints will be logged and evaluated annually (as a minimum) and used to improve service, delivery and quality within the organisation.

## Appeals Procedure

A robust process of internal quality assurance ensures rigorous assessment decisions and standardisation across qualifications. Learners have a right of appeal against assessment decisions under the Assessment Appeals Procedure. Learners will be made aware of their right to appeal at Induction and this knowledge will be refreshed regularly throughout their programme. In certain circumstances, such as delivery by any partner organisation or End-Point Assessment Organisation (EPAO), their own policy/procedure will apply. Information about the Appeals Procedure will also be contained in the Learner Handbook. The appeals procedure can be invoked in three stages:

**Stage 1:** If the learner disagrees with an assessment decision, then this should, in the first instance, be discussed with the assessor. The initial decision will be reviewed, and a response given within 5 working days.

**Stage 2:** If an agreement cannot be reached, then this will be referred to the Lead Internal Quality Assurer, who is responsible for ensuring the second stage of appeal is carried out. They will have 5 working days to review the assessment decision and provide feedback.

**Stage 3:** The final stage involves appealing, in writing, to the External Quality Assurance provider who will review the assessment decision according to their own policies and procedures and provide feedback. This decision will be final.

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