

Appeals/ Complaints Procedure (for Frameworks)

V5 May 2020

Statement

If a learner is dissatisfied with an assessment/results outcome he/she has the right of appeal or to make a complaint. There are 3 stages in the appeals/complaints procedure and each stage must be exhausted before proceeding to the next one.

Stage 1

Learners have the right to appeal/ complain directly to their Centre Assessor. This appeal must be in writing **within 10 days** of the reason for the appeal/ complain and clearly indicate:

- The points of the disagreement and reasons.

If a learner is not satisfied with the results of a test they have the right to appeal to the awarding body who marks the tests (see How to Appeal Against the Results of a Test on page 3)

Stage 2

Learners who are not satisfied with the outcome of their Stage 1 appeal can next appeal to their Internal Quality Assurer.

This appeal/complaint must be writing, but need not repeat the detail provided at Stage 1. The documentation used at Stage 1 will be passed to the Internal Quality Assurer. The appeal/complaint must be made **within 10 days** of the outcome of Stage 1.

The Internal Quality Assurer will:

- Review the complaint within 3 days of receipt;
- Attempt to find a solution with the individuals concerned;
- Notify the External Quality Assurer that a complaint has been lodged and give details of how it will be remedied.

Stage 3

Before proceeding to Stage 3, the learner must have exhausted (all) the internal appeals/ complaints procedures of the enterprise.

After doing this, if the learner is unhappy with the outcome, they may raise a complaint with the awarding body, remembering to send copies of all correspondence between learner and centre relating to the complaint. Learners must provide the awarding body with their enrolment number (if known), date of birth and the details of the Centre (centre number if known).

Below is a list of the awarding bodies and where complaints can be sent to:

- **Pearson:** There are three stages of reviews or appeal: First stage, review; Second stage,

appeal review and Third stage, independent appeals hearing. A review or appeal can be made where a learner disagrees with a qualification decision made by us or disagrees with the outcome of your internal appeals procedure (for example, a decision about assessment outcomes or reasonable adjustments)

- If a learner wishes to enquire about or appeal against Blue Sky Assessing & Consultancy Ltd.'s decision which the learner feels has disadvantaged them, Blue Sky Assessing & Consultancy will make an application on behalf of a learner with their consent. However, learners who want to enquire about a centres decision which they feel has disadvantaged them, should be communicated to Pearson via the [Pearson Support Portal](#) **within 14 working days** of being told the outcome of Blue Sky Assessing & Consultancy Ltd.'s Appeals Process.

All cases are reviewed by Pearson's assessment experts who have a responsibility for the matter being appealed. Pearson will **acknowledge the learner's enquiry** application **within 3 days** and will **respond to the enquiry within 30 days** of receiving it.

If the learner is not happy with the outcome of the enquiry with Pearson, they have **14 working days** in which to request that a **Preliminary Stage Appeal Investigation** is undertaken.

More information can be found on Pearson's Internal Assessment in Vocational Qualifications: Reviews and appeals policy below:

<https://qualifications.pearson.com/en/support/support-topics/understanding-our-qualifications/policies-for-centres-learners-and-employees.html>

- **ILM:** If a learner has exhausted Blue Sky Assessing & Consultancy Ltd.'s Appeals/ Complaints Procedure and feel the problem needs to be escalated; then they should raise the concern by emailing customer@i-lm.com and putting complaint in the title of your email. The learner should provide ILM with as much information as possible such as what your complaint is about, dates or key dates of the incident, what action the learner may have taken to date, what you would like ILM to do to ensure the issue is resolved.

A member of ILM's Customer Service team will be allocated to ensure the enquiry is looked into and investigated and a complaint service request number will be provided. ILM will provide regular updates and ensure the learner's complaint is resolved as a matter of urgency. ILM will respond to the complaint within 24 hours and aim to resolve within 8 working days.

If the learner is not satisfied with the response they receive from the complaint, they can request for your complaint to be raised further with the Customer Services Team Leader. They will undertake a full review of the original complaint and evidence collected by the person who investigated the matter on the learner's behalf and contact the learner to discuss the complaint further and discuss the next steps. They aim to respond to the enquiry within 2 working days.

The final stage, if the learner is still not satisfied with the response from ILM's Customer Service Team Leader you can request for the matter to be raised with the ILM Director of Product Development, Quality & Operations, ILM Quality, Compliance and Products. They aim to respond to the enquiry within **10 working days**.

- **FutureQuals:** Formal complaints can be submitted in writing addressed to the Responsible Officer using the contact details below, by letter or email, or via the FutureQuals website.

Future (Awards and Qualifications) Ltd,
EMP House,
Telford Way,
Coalville,
Leicestershire,
LE67 3HE

Email: info@futurequals.com

Website: www.futurequals.com

When submitting the complaint the learner should include their name, address and contact details, full details of their complaint, any information or evidence that supports their complaint and the resolution they feel is warranted. The Responsible Officer will allocate a senior member of FutureQuals staff not involved in the complaint to investigate. All complaints will be acknowledged within two working days and the learner will be informed of the name of the person who is investigating the complaint. FutureQuals aim to resolve complaints within **5 working days** and, should the issue be complex, inform the learner if a resolution is not possible within that timeframe.

If the learner is not satisfied with the response they receive to their complaint, they can request a review of it **within 20 working days** of the date of FutureQuals' decision letter. In this circumstance, the request will be referred to the Chief Executive Officer who will either allocate a senior member of FutureQuals staff not involved in the original complaint or its response to complete the review or may undertake the review himself/herself.

How to Appeal Against the Result of a Test

Tests are marked by the awarding body, and testing is currently completed through Pearson, such as Maths, English & ICT Level 1 and Level 2 Functional Skills, and Business Administration Level 2 and Level 3, and Customer Service Pearson Onscreen Platform tests. A learner can appeal directly to the awarding body. If a learner is not happy with their Pearson Edexcel results, there are several options available.

Please see below a link outlining Pearson's post-results services:

<https://qualifications.pearson.com/en/support/support-topics/results-certification/post-results-services/post-results-services-information-for-students.html>