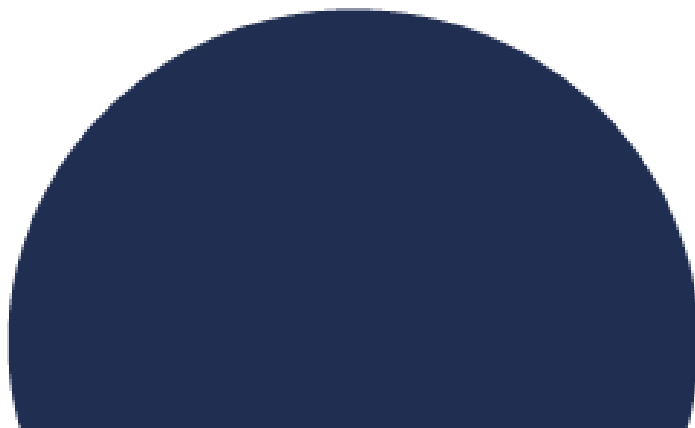


Apprenticeship Policy

Learner Appeal & Complaints



academy



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1. Scope

1.1 What is a complaint?

ANS Academy acknowledges that learners may experience dissatisfaction or find the academic services they receive unacceptable at times. This could include instances where learners perceive discrimination or unfair treatment via assessment, service, individual within the provider, or the awarding organization. In such cases, we strongly encourage our learners to communicate their concerns to us and follow the outlined complaints process.

At ANS Academy, we are committed to ensuring that all learners can voice their complaints. We assure you that every complaint will be thoroughly and fairly investigated in a transparent manner and resolved promptly.

1.2 Our commitment.

ANS Academy is dedicated to delivering the highest standard of service to our learners in all aspects. We value the feedback of our learners and provide various channels for them to share their thoughts and opinions:

- ANS Academy organizes quarterly student voice events, providing a safe and anonymous space for learners to express their feedback and experiences. We actively seek to make improvements and implement changes based on their valuable input.
- Learners participate in progress reviews with their dedicated assessor and team leader every 8 to 12 weeks. During these reviews, transparent and constructive feedback is shared by all parties.
- The complaints process is introduced to all learners during their induction, ensuring they are familiar with ANS Academy's complaints policy and can seek clarification on any questions they may have.
- We continually review the services we provide to our learners through regular team leader meetings, director engagement, and feedback gathered from learners.
- Learners have the right to appeal directly to the awarding body within 20 working days of an assessment if they are dissatisfied with the outcome of the appeal within the centre.

1.3 Complaints process

If a learner is dissatisfied with an assessment or experiences any form of discrimination during their activities within the training provider, the following appeal process can be followed:

1. Appeal to the Head of Apprenticeships: If the complaint involves the Head of Apprenticeships, it should be directed to their line manager or relevant person as laid out in step 4.

The Head of Apprenticeships will investigate the complaint and provide formal feedback to the learner. In cases related to assessment decisions, a review of the work will be undertaken in collaboration with the assessor, and appropriate feedback will be given. In instances of bullying or discrimination, an investigation will be initiated following the whistleblowing policy.

2. A complaint can be raised in one of the following methods and you will be contacted within 5 working days.
 - a. Using the [Raising a Concern form](#) which is accessible by both the Director of People Development and Head of Apprenticeships.
 - b. Complete a written complain via email or letter to the relevant person as laid out in step 4.
3. If the learner remains dissatisfied with the reasoning or outcome, and the issue is not resolved within 5 working days, they can proceed to the next stage.
4. Appeal to the Director of People Development/CPO/CEO: The learner should submit a written complaint to the relevant authority, outlining the feedback received from the previous stage and expressing their intent to further escalate the complaint.
5. If the issue remains unresolved for an additional 10 working days (20 days from the initial assessment decision), the learner has the option to appeal directly to the Awarding Organisation. Depending on their apprenticeship route, the Awarding Organisation will be either City & Guilds or BCS.

This process provides a structured approach for learners to address their concerns and seek resolution at each stage.

1.4 Reporting and Monitoring

When completing a complaint two processes will be followed:

- 1) Where a complaint is reported via email, this will be logged within the raising a concern form by the person who has been informed.

- 2) The raising a concern form will be completed by the person raising a concern as per policy.

The appeal log will be maintained within the database behind the form and accessible by the Director of People Development and Head of Apprenticeships

City & Guilds - <https://www.cityandguilds.com/help/help-for-learners>

BCS - <https://www.bcs.org/media/2533/complaints-policy.pdf>