

Complaints & Appeals Policy

INFORMAL COMPLAINTS

Anyone who experiences a problem with any service provided by the Academy or anything else within the control of the Academy can, under the informal procedure, raise the matter in several ways.

They can raise the matter directly with the individual who has given cause for complaint. If informal discussion does not resolve the situation satisfactorily the person responsible for the area to which the complaint relates can be approached. If that still does not resolve the issue then you should consult Training & Education Manager, Business Development Manager, Account Manager Team Leader, or the Operations Director.

If the matter relates to a learner-to-learner complaint a similar course of action can be followed. The matter can be raised directly with the learner who is giving cause for complaint. If informal discussion does not resolve the issue, then the matter can be raised with the Training & Education Manager or Learner Support Officer and if that still does not resolve the issue the learner should consult a member of the Senior Management Team.

If the complaint involves a safeguarding issue such as bullying, assault or any other kind of abuse the matter should be reported to the safeguarding coordinator. Full guidance on safeguarding and related procedures can be found on moodle or on request from the Safeguarding Coordinator. The Safeguarding Coordinator can be reached on 0117 953 3001. For serious issues outside of normal office hours please call 07595277833 to talk to a Senior Manager.

Complaints regarding accommodation and travel, including emergencies should be directed to the Learner Support Officer. The Learner Support Officer may be contacted on 07718 111877 or on the main switchboard number, 0117 953 3001.

FORMAL COMPLAINTS

Stage One: If the matter cannot be resolved satisfactorily a complaint should be made in writing to the Training and Education Manager, who will acknowledge receipt and ensure that the matter is investigated as soon as possible.

An initial response to any complaint can be expected within 7 days of its receipt, and a considered response to the complaint should be received within a further three weeks, with any subsequent remedy implemented with the minimum of delay.

In some cases, the informal procedure set out above may have already involved other members of S&B. In that case, you should be put in writing your complaint to the Chief Executive who will appoint another Senior Member of the Academy to act on your behalf.

Stage Two: It is hoped that very few complaints would remain unresolved after this stage. However, should this be the case, the complainant can request that for non-academic matters the Training & Education Manager refers the matter to the Chief Executive who will arrange for the Senior Management Team to undertake an independent assessment of the case and conclude on the matter. None of those appointed to do so will have been involved in the matter previously. A full and considered response to the complaint should be completed within six weeks and any subsequent remedy implemented with the minimum of delay.

If a learner is required to attend in person as part of the investigation into a complaint, they are entitled to be accompanied at any stage by a member of the Academy: this could be a Lecturer or other senior member, or a fellow learner.

Throughout any formal complaint's procedure, a written record of the complaint will be recorded and made available on request to anyone involved in the matter, subject to what is said about confidentiality above.

At Stage 1 above the written record will be maintained by the 1st investigator, at Stage 2 it will be the responsibility of the members of the Senior Management Team



appointed by the Chief Executive to arrange for one of their number to keep a written record.

While all complaints will be treated with discretion and in a professional manner it is not possible to guarantee confidentiality in every case as legal requirements may place an obligation on the Academy to inform other agencies.

You can email using contactus@sandbaa.com

ASSESSMENT COMPLAINTS AND APPEALS

PURPOSE

To describe the process by which learners can appeal against an assessment decision and obtain accurate and fair assessment of their work or competences, if necessary, through the intervention of an appropriate third party.

SCOPE

This procedure shall apply when any learner feels assessment has been carried out unfairly and wishes to appeal.

RESPONSIBILITIES

It is the responsibility of all S&B Automotive Academy staff to ensure that all candidates are informed of this procedure

PROCEDURE

The candidate concerned will notify the assessor of an appeal within 5 working days of receiving the assessment decision.

The Assessor will respond to the candidate within 5 working days.

If the appeal is not resolved the candidate will make a written appeal to the Centre Coordinator within 5 working days of receiving the response from the assessor.

The Centre Coordinator will consult the Assessor and also the Quality Assurer involved.

The assessment decision will be internally quality assured to determine the validity of the appeal.

The Centre Coordinator shall respond in writing to the candidate within 5 working days of being informed of the appeal.

If the appeal is not resolved the candidate can pursue the appeal through the Awarding Body.

GROUNDINGS FOR APPEAL

The following are grounds for an appeal against assessment decisions which is pursued by the appeals process, examples include but not limited to:

- Procedural or organisational irregularities in the conduct of an assessment
- The assessment did not follow the assessment plan for the unit or module
- Misleading information in relation to the assessment has been given
- Insufficient or inappropriate instructions or guidance has been provided
- Insufficient opportunity to be able to demonstrate competence has been provided

COMPLAINTS

If a candidate has a complaint against any aspect of S&B Automotive Academy conduct in relation to qualification delivery or assessment should direct their complaint in writing to Aaron Lang or Richard Belton (see the contact details at the end of this policy).

WHISTLEBLOWER

When making an allegation it is helpful to us if you would provide as much information and supporting evidence as possible to inform and support any investigation we carry out.

It is not essential to have clear evidence before making an allegation under this policy, but you will need to explain, as fully as you can, the nature of the allegation or circumstance that give rise to your concerns.

We will always aim to keep the identity of the person making the allegations confidential where asked to do so, although we cannot guarantee this. We may need to disclose their identity should the allegation lead to issues that need to be taken forward by other parties such as:

- the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- the courts (in connection with any court proceedings)
- the relevant regulatory authority (e.g. Awarding Organisation, Ofqual)

To raise concern under these whistle blowing arrangements please contact Aaron Lang or Richard Belton (see the contact details at the end of this policy).

Outcomes of an Investigation

If the investigation results in a proven case of malpractice or maladministration, we will act against the relevant parties in accordance with our Malpractice and Maladministration Policy.

If the allegation is not proven by the investigation, provided the whistleblower did not deliberately raise an allegation which they knew to be untrue, no action will be taken against them.

If the allegation was made due to a genuine misunderstanding, the individual(s) (e.g. centre personnel, candidate) who have been the subject of the investigation will be expected to bear no malice or ill feeling towards their accuser. The Head of Centre must ensure that centre personnel do not mistreat the whistleblower.

Aaron Lang (Centre Coordinator)

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Richard Belton (Operations Director)

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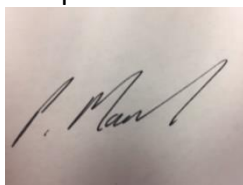
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POLICY REVIEW

S&B Automotive Academy review their policies and a procedure on an annual basis and the next review is scheduled for:

- 01 January 2024

Philip Marsh

A handwritten signature in black ink, appearing to read 'P. Marsh', on a light-colored background.

Chief Executive Officer