

# Appeals Policy



**AJ TRAINING ACADEMY LTD** are committed to providing high quality training qualifications and consultancy, and to ensuring that equality of opportunity underpins all aspects of our companies work.

This policy relates to complaints that our customers, students, learners or candidates and suppliers may have about our companies' organisation and sets out our formal procedure for dealing with such complaints.

It is important that all appeals are raised directly with Perspectro Ltd Trading as Perspectro Training and Consultancy.

Our appeals policy is a four stage process, each process is detailed below, most complaints will be resolved to a satisfactory standard at stage one.

If the complaint is not resolved at stage one then it should be escalated to stage two and if not resolved again it should be escalated to stage three, finally if not resolved at the third stage the final stage four should be used.

## **Stage one:**

- Complaint is raised directly with the assessor conducting the assessment, who will deal with the concern/complaint at the time that it is raised.
- The usual course of action would be for the candidate to repeat the assessment.

## **Stage two:**

- If the candidate is still not happy with the outcome of the second assessment they should raise this as soon as possible with the course tutor or centre manger, details of the centre manager are provided here:
- Perspectro Ltd Trading as Perspectro Training and Consultancy Address
- We will aim to resolve all complaints within 10 working days in writing via and copies sent via email.

## **Stage three:**

- Only if the candidate is still not happy with the outcome from the training centre can they refer their appeal to Qualifications Network, who will carry out an investigation into the complaint and will contact the complainant with the results of their investigation.

#### **Stage four:**

- Stage four is the final stage of the appeal, if your appeal has not been resolved, you can take your appeal to **Ofqual, CCEA regulation or QW using their appeals procedure, however, you must have exhausted all options above.**
- You can make us aware of your complaint by letter, phone or email or in-person.

#### **Office of Qualifications and Examinations Regulation**

Earlsdon Park,  
53-55 Butts Road,  
Coventry  
CV1 3BH

**Telephone:** 0300 303 3346  
(Lines are open Monday to Friday, 9.00am to 5.00pm)

**Textphone:** 0300 303 3345

**Fax:** 0300 303 3348

**Email:** [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)

#### **Qualifications Wales**

Q2 Building  
Pencarn Lane  
Imperial Park  
Coedkernew  
Newport  
NP10 8AR

**Email:** [contact@qualificationswales.org](mailto:contact@qualificationswales.org)

**Policy:** <http://qualificationswales.org/media/1444/281015-reg-complaints-awarding-bodies.pdf>

#### **CCEA Regulation**

Marisa Getgood (*Complaints Co-ordinator*)  
CCEA  
29 Clarendon Road

Clarendon Dock  
Belfast BT1 3BG  
**Email:** [mgetgood@ccea.org.uk](mailto:mgetgood@ccea.org.uk)  
**Telephone:** +44 (0)2890 261407  
**Fax:** +44 (0)2890 261234  
**Text Phone:** (0)2890 242063

**You need to provide regulators with the following information:**

- What the complaint is about
- Your full name and candidate number (if you have one)
- The training provider's name and number
- The name of the **awarding organisation or awarding Bodies and exam board.**
- The qualification or unit title and code number
- Copies of any relevant supporting documents.

**Regulators promise to:**

- Acknowledge receipt of your complaint within two working days of receiving it
- Give you a full response within 30 working days.

**AJ TRAINING ACADEMY LTD** will keep a written record of all appeals made and the outcomes, this will be made available to any inspectors or other organisations that conduct Quality Assurance based audits.

Our primary is to provide high quality customer focused training and qualifications and consultancy; therefore we aim to have very few appeals to our decisions and certainly aim to resolve any appeals within our company.

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