



GRIEVANCE / COMPLAINTS PROCEDURE

What is a complaint?

An appeal / complaint may be made in cases where:

- a) A learner/ apprentice is not satisfied with the Assessor's judgement of his/her competence during the assessment process, or
- b) A learner feels that the opportunity for assessment is being denied him/her, or
- c) At any time the learner feels there is justification for complaint.
- d) Any conduct from centre staff that's deemed to be unprofessional

How to raise a complaint

Stage 1

There is no cost involved or fees associated with this procedure. The learner can notify the assessor of their grievance by completing our complaints form and then contacting them, either in person, via telephone 0208 761 4943 or via email jamtrainineducation@gmail.com, to arrange a private meeting regarding their grievance. The learner is invited to have an independent person for support if they choose. Meeting minutes must be kept and signed by both parties as correct (an independent person could take the notes). This stage of the complaint process will take 1 working day to complete.

Stage 2

If the matter is not resolved it should be referred (verbally or via email – info@jamtrainingandeducation.com) to the Lead Internal Verifier and Centre Contact* who is/are responsible for interviewing all parties concerned. This action should normally be carried out within 2 working days of receiving the complaint from stage 1; notes from meeting must be kept and signed as correct by all parties attending.

Stage 3

Should the appeal remain unsettled, the internal verifier/Centre Contact will approach the External Verifier to seek independent advice. This information will immediately be relayed to the learner. Resolution is expected within 14 days

All appeals / complaints must be clearly documented by the Internal Verifier/Centre Contact and made available to interested parties. This procedure will be monitored and evaluated annually, records and data kept.

This policy was updated by: Sarah James	Date: January 2022
To be reviewed: December 2022	Signed: 