ARC Training Services Complaint Form

Supporting Excellence

This process refers to an appeal about an assessment decision.

1. If a person wishes to make an **informal** complaint about ARC Training Services, their assessor or IQA, this can be registered verbally with ARC Training Services office to the Qualification Centre Manager (see below) within 20 days of the event.

   Qualification Centre Manager Angela DeLiddiard 01246 555043

   The informal complaint will be investigated and responded to either orally or in writing (including e-mail) within 15 working days of receipt by the appropriate person (as above).

   If the person is dissatisfied with the outcome of the informal complaint, a formal complaint may be lodged (see the following).

2. If a person wishes to make a **formal** complaint this should be in writing and within 14 days of the event.

   Stage 1
   Complete the complaint form and send it to the appropriate office where the complaint will be acknowledged within 5 working days. The complaint will be considered by the Qualification Centre Manager within 20 working days. The person will be informed of the decision in writing.

   Stage 2
   If the person is dissatisfied with the outcome of the complaint, the person can appeal against the original decision. Any appeal should be lodged for consideration by the complaints panel within 10 working days of the person receiving the original decision. This appeal will be considered by the Qualification Centre Manager, ARC England Director *(or people nominated by them in their absence)*, plus a neutral third person who will be either one of the scheme coordinators not directly involved or a neutral Development Officer within 20 working days. The complainant will be informed of the panel's decision in writing. The decision of this panel will be final.

All contacts regarding complaints will be treated as urgent and confidential.

All records relating to appeals will be kept by the centre for a minimum of three years.

Notes:

a. Any appeals regarding qualification assessment decisions should be addressed by using the appeals process contained in the ATS learner pack.

b. If the complaint is regarding a breach of any legislation, and the complainant is still dissatisfied with the outcome of a stage 2 appeal, the person is entitled to pursue their complaint via the legal process.

c. If the person is still dissatisfied with a stage 2 appeal relating to a qualification they are registered for, the person can register their complaint with the appropriate awarding organisation regional office (addresses available from **ARC Training Services, 01246 555043**).