



Partners
IN TRAINING 
2022
POLICY



Education & Skills
Funding Agency

COMPLAINTS AND APPEALS POLICY V2.0

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Introduction

Partners In Training (North West) Limited (PITNW) is committed to always delivering a quality service, however, we accept that occasionally things can go wrong. This policy describes how learners, employers and the public may make a complaint to PITNW if they are dissatisfied with any aspect of our service.

If you encounter a level of service that you feel does not meet your expectations, we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our services, [please let us know](#).

This complaints policy does not cover any appeals against an assessment decision made by PITNW, pertaining to a judgement made on a learning programme or any quality assurance judgement. Instead, any enquiry or appeal should be made by referring to the PITNW's Appeals Policy and submitted to PITNW using an [Appeals Form](#).

PIT Complaints Procedure

Making a complaint against PIT

If you have a complaint regarding any aspect of the service you have received from PITNW, please contact us as soon as possible to enable us to try to resolve the issue quickly. If, having contacted us directly, you are still dissatisfied, please send us a written complaint, using the [PIT Complaints Form](#).

If you still feel dissatisfied and the complaint relates to a qualification offered by PITNW the learner must contact the appropriate Awarding Organisation, whose responsibility it is to monitor their accredited centres and deal with any complaints.

If an approved centre or customer feels that they have encountered a level of service that is below their expectations, that concern should be raised with the relevant awarding organisation immediately, a written complaint must be made within 2 weeks of the event taking place.

PITNW will also allow complaints to be made in person if required.

PITNW will acknowledge receipt of a complaint normally within 48 hours, with details of who is investigating the complaint. PITNW will investigate the complaint normally within 10 working days. If a complaint is more complex or involves people who are not available at the time, this may be extended to 15 working days.

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Should a complaint not find a resolution then the party involved may contact [Ofqual](#).

Ofqual, Spring Place, Herald Avenue, Coventry, CV5 6UB

Email: complaints@ofqual.gov.uk

Website: [Ofqual](#)

Telephone: 0300 303 3344

PIT response to a complaint

When we receive your completed complaint form:

- We will acknowledge your complaint within 48 Hours.
- The Quality Manager will begin to investigate the complaint and will aim to respond within 10 days of receipt. If a definitive outcome cannot be given within this time (e.g. when a matter is very complex or where we have to consult a third party on the matter) you will be updated as to the progress being made.
- We will treat your correspondence in strict confidence, with fairness and objectivity.
- We will inform you of our decision when a full investigation has been completed.

If after receiving PITNW's decision in response to your complaint and you are still dissatisfied, then the matter will be referred to the PITNW's Managing Director.

	STAGE OF COMPLAINT	PIT PROCESS
1	Stage One	<ul style="list-style-type: none">• Acknowledge receipt of the complaint within 48 hours.• Review the written complaints form.• Request any additional information/evidence (if necessary).
2	Stage Two	<ul style="list-style-type: none">• Complaint reviewed and examined, to reach a decision.
3	Stage Three	<ul style="list-style-type: none">• Complaint decision is agreed upon and communicated to the complainant.

Appeals

Introduction

PITNW aims to provide fair and reliable judgements for all learners who are and wish to undertake training. This policy is aimed learner who wish to appeal against a PITNW assessment decision in relation to all RQF Qualifications. This policy does not cover a complaint against an aspect of the service received from PITNW staff or representatives. Any complaint pertaining to PITNW services, staff or representatives should be made by referring to the [PIT Complaints Policy](#) and submitted to PITNW's using the [PIT Complaints Form](#).

PIT Appeals Procedure

If you wish to appeal against an assessment decision made by PITNW, please contact us as soon as possible and within 14 days of the decision to enable us to try to resolve the issue quickly. If, having contacted us directly, you still wish to proceed to appeal, please send us a written appeal, using the [PIT Appeals Form](#).

The appeals process is not a method of circumventing or setting aside the professional judgement of our Tutors on the performance of a learner, it is a way of ensuring that as far as possible all relevant circumstances affecting the learners' performance are brought to light and considered before a final decision is taken. Consequently, if an appeal is successful, the decision reached will normally be following the regulations set out by the awarding organisations.

Learners/employers could complain/appeal to the centre about the following areas:

- Information, Advice and Guidance provided by PITNW
- Access to assessment and training
- Process of assessment
- Access to internal quality assurance
- The handling of an appeal
- Administrative issues, e.g., failure to register/apply for certification.
- Employer complaints

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PIT response to an appeal

When we receive your completed [Appeal Form](#):

- We will acknowledge your complaint within 7 working days.
- Attempt to find a solution with the learner, tutor, and IQA, for example through another assessment or re-consideration of the evidence/work/ assessment

Where this does not resolve the situation, the Quality Manager will:

- The Quality Manager will begin to investigate the appeal conditions and will aim to respond within 20 working days of the receipt. If a definitive outcome cannot be given within this time e.g., when a matter is very complex or where we must consult a third party on the matter, you will be updated as to the progress being made.
- Set a date for the appeal to be considered by an appeals panel
- The appeal request, evidence and relevant documents will be presented to the Panel who will advise if there are grounds for appeal.
- Notify the EQA that an appeal/complaint has been lodged and give details of how it will be heard, including the composition of the appeals panel
- If it is deemed that there are no grounds for appeal, then the appeal will be refused.
- We will treat your correspondence in strict confidence, with fairness and objectivity.
- We will inform you of the decision when a full investigation has been completed.

Awarding body requirements

Learners who wish to appeal about their End point assessment results or about a related decision regarding their RQF qualification should be supported by their centre and should have exhausted their centre's own appeals process before appealing to [TQUK](#). In the latter case, learners must provide [TQUK](#) with evidence that they have first appeal. Upon receipt of all appeals, [TQUK](#) will acknowledge receipt of the appeal within 48 hours. [TQUK](#) will then aim to respond fully to the initial review of the potential appeal within 20 working days.

Policy Verified by: Mark Partington

Name: Mark Partington Signature: 
M.Partington (May 5, 2022 10:21 GMT+1)

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