

Construction Helpline Ltd

05 – Compliments/Complaints, Appeals and Retention of Evidence Policy

Version 3

Purpose:	To advise and inform all Construction Helpline Trainers of our Compliments/Complaints, Appeals and Retention of Evidence Policy
For use by:	All Construction Helpline Employees, Learners Including Apprentices, and employers
This document is complaint with/supports compliance with:	Compliance with ESFA funding Requirements, Codes of practice and regulations laid down by our awarding bodies (Lantra Awards, City and Guilds and NOCN group.
This document supersedes	Complaints, Appeals and Retention of Evidence Policy V2
Approved by:	Umer Mansoor - CEO
Director Signature:	<i>Umer Mansoor</i>
Approval date:	12 th August 2024
Implementation date:	12 th August 2024
Review Frequency:	Annual
Next Review date:	12 th August 2025

Version and document control:

Version number	Date of issue	Change Description*	Author
V1	April 2022	Reviewed	Melissa Fileppe (Training Manager)
V2	July 2022	Revised for full review of policies prior AEB applications to RoATP applications + Inclusion of Director Signature page	Melissa Fileppe (Training Manager) Brian Cairns (Consultant)
V3	12 th August 2024	Revision of policies as new Head of Quality Assurance starts at CHL. Policy to be uploaded to CHL Website and Learner Handbook.	Brian Cairns – Head of Quality Assurance – discussion with Umer Mansoor CEO and Belinda Robinson CIO

Please note this documentation will be issued to all candidates at induction

Introduction

Construction Helpline Ltd commit to providing a high-quality training programme to all learners. We also recognise that occasionally things do not always go as planned or as our customers might expect. We want you to know that there is a comprehensive system that is designed to resolve any complaint you may have.

We hope that your learning progress runs smoothly whilst you are undertaking your training & assessment at the centre. However, we do value feedback, including compliments and complaints, as we need to evaluate our organisation's performance, to inform quality improvements and generally resolve any problems that

occur.

This complaints procedure should not be used for challenging assessment decisions, the Appeals Procedure is designed for this.

Your complaint could be dealt with via a feedback sheet, which does not require a response, or you may feel this would not be sufficient to help you progress any problems that arose.

If you have a complaint, please contact us with the details.

Policy Statement

- A complaint can be made about behaviour or actions carried out by CHL staff, assessment organisations, learners and employers that is deemed to have caused significant disadvantage
- The aim of any complaint made should be to stop the offending behaviour: secure appropriate and fair redress and to learn how improve things for the future
- We intend that our learners should never feel – or be made to feel – that a complaint will be taken amiss or will adversely affect his/her opportunities at CHL.
- Our policy, however, distinguishes between a concern or difficulty which can be resolved informally and a formal complaint which will require further investigation

Complaints Procedure and how to make a complaint

Any learner/employer accessing our services wishing to make a complaint can do so in person, by phone, by e-mail, or by letter. For written complaints, please write to

Jules Arnold-Bryant - Director of Delivery - Funded Programmes at CHL

Construction Helpline Ltd
Unit 1,
Batsworth Road
Mitcham
London,
CR4 3BX

Email complaints: jules.ab@constructionhelpline.com
Telephone complaints 0207 199 9800

If the complaint concerns the Director of Delivery please address the complaint to our Company CEO, Umer Mansoor

Stage 1 - Informal Complaint

Firstly, you can complain to your trainer/assessor, or if it is the Assessor you are complaining about, there is the Internal Quality Assurance Manager who you may wish to contact.

The complaint will be recorded, and this will be investigated to reach a satisfactory outcome for you either immediately, or within 5 days. If you wish to take the matter further, and that is no problem, we can move to Stage 2.

Stage 2 – Formal Complaint

These should be made in writing and submitted to us within 2 days of the problem, if you felt that the matter was so serious, and felt unable to raise the matter with staff informally.

We will acknowledge your complaint within 5 days. The Senior Management Team will investigate every complaint and provide a formal response between 10 and 15 days.

You must supply as much evidence of the complaint as possible, so that we have realistic evidence to investigate the matter. (Please do not complain about the Assessment Decision, as there is the Appeals process for this).

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the Director of Delivery, who will review your complaint and speak to the member of staff who acted for you. The Director of Delivery will then invite you to a meeting to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
3. Within three days of the meeting, the Director of Delivery will write to you to confirm what took place and any solutions s/he has agreed with you.
4. If you do not want a meeting or it is not possible, the Director of Delivery will send you a detailed written reply to your complaint, including his/her suggestions for resolving the matter, within 21 days of sending you the acknowledgement letter.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for an independent adviser, to review the Director of Delivery decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint, and explaining our reasons.
7. We record the details of all complaints made and use these as part of our annual quality assurance process to identify improvements to our service

If we have to change any of the timescales above, we will let you know and explain why.

Finally.

If you feel that your complaint has not been dealt with in a fair and considerate manner, then of course, you can take the matter to the awarding Body and finally to Ofqual, the Qualification register.

Candidates on regulated qualifications can complain to the awarding body only after they have exhausted the Centre's procedure, and they still remain unsatisfied.

The awarding body will deal with complaints about:

- Assessment – but in the broader sense, including the conduct of preparation for and environment for assessment
- Dissatisfaction with the way in which the Centre handled your complaint

The awarding body will not deal with complaints about:

- Appeals against assessment decisions
- Complaints about the wider experience of being a candidate (e.g., support services, costs etc.).

Assessment Appeals Procedure – Internal Assessment:

Stage 1: Informal

For Construction Helpline Ltd, in the first instance discuss the issue with your Assessor. Once your appeal has been submitted (from the date of receiving the assessment result) – 5 days. This appeal will be logged and recorded.

You will receive a response within 14 days.

Stage 2: Informal

If you are not happy with the assessment decision, or feel you cannot approach your Assessor, we recommend that the appeal is referred to the Lead Internal Verifier/IQA.

This should be submitted to the Lead Internal Verifier/IQA within 14 days, from the date of receiving the response from the Assessor to the informal appeal or from receiving the assessment result.

The Lead Internal Verifier/IQA will log and record your appeal and respond to you within 21 days.

Stage 3: Formal

Formal appeals should be in writing.

This stage of appeal should be to an independent third party, who has not been previously involved in the assessment decision.

Identify the person to address the appeal to, including email and/or postal address.

We investigate every appeal and provide a formal response. You will receive acknowledgement for any appeal submitted and will receive a response within 5 days.

Retention of Evidence Policy

CHL Complaints and Appeals Policy V3 12th July 2024

What are candidate assessment records?

- Records of candidate assessment will show:
- a list of candidates registered with awarding bodies for each qualification offered in the centre
- details of candidate assessment, including the name of the assessor, location, date, and outcome
- internal verification activity
- assessment results
- certificates claimed

These records must be made available to the External Verifiers and awarding bodies and the regulatory authorities as appropriate on request.

Records must be stored securely and in a retrievable format.

The retention requirements for each qualification type vary and CHL will comply with the awarding body requirements.