

## Complaints Procedure

This document outlines the process that should be followed by candidates, assessors, who are involved with training and/or qualifications offered by Glanville Training Academy.

All complaints should be made in writing to Glanville Training Academy, Cadleigh House, East Way, Lee Mill Industrial Estate, Ivybridge, Devon PL29 9GE. Glanville Training Academy will also give the opportunity for appeals or complaints to be made in person if required.

### Candidates

Candidates could complain to the centre about the following areas:

- Information, Advice and Guidance provided by Glanville Training
- access to assessment
- process of assessment
- access to internal verification
- the handling of an appeal
- Administrative issues, e.g. failure to register/apply for certification.

### Assessors/tutors

Assessors/tutors could complain to the centre about the following areas:

- access to support and guidance
- access to internal verification
- administrative issues
- Insufficient time to undertake the function.

### Employers / Partners

Employers could complain to the centre about the following areas:

- Information, Advice and Guidance provided by Glanville Training
- access to assessment
- administrative issues
- assessment issues

Where a complaint is to be made, this should be lodged with the contract manager.

### Stages of Complaints

#### Stage 1 Informal -

- Candidates will have the opportunity to make a complaint to the Assessor/ trainer. At this stage it will be at the Assessor's discretion to make necessary steps to resolve the complaint.
- Candidates will need to make the complaint in writing or verbal.

- Candidates will have up to one week (7 days) after the time in which the complaint arose to submit the complaint.
- An additional one week (7 days) after receipt of the complaint will be allowed for the assessor/ trainer to find a suitable resolution.
- The complaint will be recorded within the Candidate Matrix Spreadsheet which is a record of all candidate training.

### Stage 2 Formal –

- Formal complaint must be submitted in writing.
- Contact the SQA Co-ordinator at [w.glanville@glanvilleltd.co.uk](mailto:w.glanville@glanvilleltd.co.uk) or alternatively they can send a letter to; Unit 2, Central Court, Central Avenue, Lee Mill Industrial Estate, Ivybridge, Devon, PL21 9PE addressed for SQA Co-ordinator.
- Candidates will have up to one month (30 days) after the complaint arose decision to submit a formal complaint.
- The SQA Co-ordinator will investigate the complaint as and try to find a suitable resolution.
- The candidate can expect to receive a response/ resolution of their complaint within one month (30 days) of submitting the complaint.
- Glanville Training will acknowledge every complaint and will do their best to ensure a suitable outcome is achieved.
- The complaint will be recorded within the Candidate Matrix Spreadsheet which is a record of all candidate training.

Complaints can be made in any format Glanville do not have any specific form that should be used.

Additional support in submitting a complaint can be obtained by calling 01752 690400.

### Appeals Stage

- If candidates are not happy with the response to their complaint they will have the opportunity appeal the resolution.
- If the candidate would like to appeal the complaint they will have one month (30 days) after the receipt of their resolution to appeal the complaint.
- At this stage the complaint will be passed to the head of the training centre (Richard Bridge) for review.
- A formal standardisation meeting will then be held to discuss the resolution to the complaint and a new solution if necessary will be agreed upon.
- Glanville Training will then respond the complaint and implement the new resolution if agreed upon within one month (30 days) of receipt of the appeal.

Additionally to this candidates can complain to the local authorities such as the department for education by visiting their website on [www.gov.uk](http://www.gov.uk)

### Analysis of Complaints:

Glanville Training will analyse all complaints at each standardisation meeting. This will be in search of trends to try and improve standards and prevent reoccurrence.

Candidates of SQA qualifications also have the right to complain to SQA awarding body.

SQA will only consider your complaint if you have already gone through all stages of Glanville Training Academy complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint. SQA will deal with complaints about:

- assessment — in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- dissatisfaction with the way in which the centre handled the complaint

SQA will not deal with complaints about:

assessment decisions (use Appeals or Post-results Services) the wider experience of being a candidate (e.g. support services, funding, facilities)

- See [SQA's Customer Complaints and Feedback web page](#)

### Retention of Records:

- For all regulated qualifications Glanville training will retain the records of complaints for 6 years (six).
- For non-regulated qualifications Glanville will retain the records of complaints until the complaint has been resolved.