



Appeals & Complaints Policy

Introduction

PCTS aims to establish and maintain excellent working relationships with learners and ensure that they get the best possible service. However, there are a number of possible situations where disputes may arise.

Candidates undertaking training through PCTS who may be unhappy with either their learning journey or with the outcome of a decision are given the opportunity to raise this within the centre. However the following procedures must be followed in order for any appeal or complaint to be taken further.

Complaints:-

Any complaint regarding training, resources, personnel etc must be raised with the centre manager within one week of any issue/incident arising using the forms in their induction folders.

The centre manager:-

- Sets a date for the complaint to be considered by the complaints panel
- Attempts to find a solution with the individuals concerned
- Notifies the EQAs that a complaint has been lodged and gives details of how it will be heard, including the composition of the complaints panel
- Ensures the complaints panel meets to consider the complaint within 20 working days of the centre coordinator receiving the complaint
- Ensures that the panel has full accounts from all parties involved in the assessment
- Ensures that no-one involved in the original assessment will be on the panel.

Any unsatisfactory resolution of the complaint will then be taken to the PCTS directors who will review the information available and decide whether to uphold the complaint and act on it, or whether the complaint should be not be upheld.

PCTS is a small centre and as such, where necessary or appropriate, we will commission an external party to investigate the complaint.

In some circumstances Learners may raise a complaint with City & Guilds, remembering to send all copies of all correspondence between the learners and centre relating to the complaint. They must also provide their enrolment number (if known), their date of birth and details of the centre (including the centre number if known).

Feedbackandcomplaints@cityandguilds.com

Feedback and Complaints Team
City & Guilds
1 Gilspur Street
London
EC1A 9DD

Appeals:-

A candidate who disagrees with the outcome of any assessment is entitled to raise an appeal within one week of being notified of their assessment outcome. This must be made initially to their assessor, and if an agreement cannot be made, then with the centre manager within two weeks from the date of the assessment.

Where disputes are not resolved then the matter will be go firstly to the board of directors and thereafter on to the City and Guilds for external resolution.

Forms in order to raise an appeal or complaint are available in candidates' induction handbooks.

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