



## **Appeals and Complaints Policy and Procedure**

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**Approved by Palwi Sood , Managing Director Version date:**

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Person/s responsible: SLT, all management and delivery staff

Signed :Jagruti Patel

Signed: Palwi Sood

**Policy owner: Jagruti Patel**

## Future Connect Training

### Appeals and Complaints Policy and Procedure

*(Applicable to Commercial, Funded Programmes and DfE Skills Bootcamps)*

#### Contact Details for Complaints and Appeals

- Telephone: 0203 790 8674
- Email: [info@fctraining.org](mailto:info@fctraining.org)
- Postal Address: Future Connect Training & Recruitment Ltd, [4<sup>th</sup> floor Lawford house, Finchley, N3 1QA ]

## 1. Policy Statement

Future Connect Training (FC Training) is committed to delivering high-quality training, assessment, and learner support across all provision, including commercial training, publicly funded courses, and Skills Bootcamps commissioned by the Department for Education (DfE).

We recognise that, on occasion, learners, employers, or stakeholders may wish to raise concerns or challenge decisions. This policy provides a clear, fair, and accessible framework for raising complaints and appeals, ensuring all issues are addressed promptly, objectively, and without prejudice.

## 2. Aims of this Policy

- To ensure learners, employers, staff, and stakeholders know how to raise a complaint or appeal.
- To provide a transparent step-by-step process with clear timescales.
- To encourage early, informal resolution where possible.
- To ensure all complaints and appeals are handled fairly, confidentially, and without victimisation.
- To align with DfE and ESFA Skills Bootcamp requirements, Ofsted EIF standards, and awarding body regulations.
- To support continuous improvement by learning from complaints and appeals.

## 3. Scope of this Policy

This policy applies to:

- Learners (commercial, funded, or Skills Bootcamps).
- Employers and workplace partners.
- Subcontractors, trainers, assessors, and delivery staff.
- External stakeholders engaged with FC Training.

Third-party complaints (e.g., parents, guardians, or advocates) will only be accepted if written permission is provided by the learner.

## 4. Definitions

- Complaint: Expression of dissatisfaction about services, facilities, staff conduct, or delivery standards.
- Appeal: A formal request to review an assessment decision, eligibility ruling, or other academic judgment.

## 5. General Principles

- Complaints and appeals must be raised within 30 calendar days of the issue arising.
- Complaints should, where possible, be resolved at an informal stage before escalation.
- Records of all complaints and appeals will be securely logged and reviewed for quality improvement.
- Anonymous or malicious complaints will not normally be investigated, but safeguarding-related concerns will always be considered.

## **6. Procedure for Complaints**

### **Stage 1 – Informal Resolution**

- Learners/stakeholders should raise their concern directly with the relevant tutor, assessor, or staff member.
- Staff are encouraged to resolve concerns within 5 working days.

### **Stage 2 – Formal Complaint**

If unresolved:

- Submit a formal complaint in writing to [info@fctraining.org](mailto:info@fctraining.org) or by phone at 0203 790 8674.
- FC Training will acknowledge receipt within 3 working days.
- The complaint will be assigned to a Complaints Officer (not directly involved in the issue).
- Investigation will include reviewing records, interviewing staff, and discussing the issue with the complainant.

#### **Outcome:**

- A written response with findings and resolution will be provided within 21 working days.
- If delays occur, the complainant will be updated with revised timescales.

### **Stage 3 – Internal Review**

- If dissatisfied, the complainant may request a review by a Senior Manager/Director not previously involved.
- A review outcome will be issued within 14 working days.
- This is FC Training's final internal position.

### **Stage 4 – External Escalation (if applicable)**

If unresolved after internal review:

- Skills Bootcamps learners: may escalate to the Department for Education (DfE) or commissioning Combined Authority via published guidance.
- Funded qualifications learners: may escalate to the awarding body (e.g., AAT, NCFE) or the Education and Skills Funding Agency (ESFA).
- Commercial learners: may seek external advice (e.g., Citizens Advice, Ombudsman services, legal recourse).

## **7. Procedure for Appeals (Assessments and Academic Decisions)**

### **The assessor will re-check Stage 1 – Assessor/Tutor Review**

- Appeal must be submitted in writing within 10 working days of receiving an assessment decision.
- evidence, marking, and feedback.
- Response issued within 5 working days.

### **Stage 2 – Internal Verification (IV/IQA Review)**

- If unresolved, the appeal will be escalated to the Internal Quality Assurer (IQA).
- IQA will re-sample evidence and assessment records.
- Written outcome provided within 10 working days.

### **Stage 3 – Appeals Panel**

- If still dissatisfied, a formal Appeals Panel (including a Director and independent IQA/assessor) will review.
- Panel decision issued within 15 working days.
- This represents the final internal decision.

### **Stage 4 – External Appeal**

- If unresolved, learners may appeal directly to the awarding body or funding agency (DfE/ESFA).
- Skills Bootcamp participants may also escalate to the DfE/Combined Authority Programme Manager.

## **8. Confidentiality**

- All complaints/appeals will be treated confidentially.
- Records will be stored securely in line with GDPR.
- Staff subject to a complaint will be informed and given the right to respond.

- Anonymous complaints may be considered only in safeguarding or harassment cases.

#### **9. Monitoring and Continuous Improvement**

- All complaints and appeals will be logged in the Quality Register.
- A quarterly report will be submitted to the Senior Leadership Team (SLT).
- Lessons learned will feed into staff CPD, delivery improvements, and learner experience reviews.
- Outcomes will be shared (anonymously) during annual Self-Assessment Reports (SARs) and Quality Improvement Plans (QIPs).

#### **10. Policy Review**

- This policy will be reviewed annually or sooner if required by DfE, ESFA, Ofsted, or awarding body changes.
- Learners and employers will be notified of updates via email, learner handbooks, and the FC Training website.