

Complaints and Appeals procedure

Complaints procedure

Food Allergy Aware Ltd (FATC) has developed a complaints and appeals policy in line with the awarding bodies we work with and to protect the interests of all learners and to protect the integrity of the qualifications and training we offer.

Definitions:

Complaint: Any concern expressed by a candidate or customer/client, relating to a personal grievance over services or training received or expected from FATC or STCC and its employees.

Appeal: Any concern or objection that relates to an assessment result or other decision.

Food Allergy Aware and partners STCC are committed to maintaining the highest levels of service and training standards for all candidates. Unfortunately, there may still be occasions when candidates are unhappy with their training experience and wish to make a complaint. In these circumstances Food Allergy Aware and partners STCC will strive to provide a fair and prompt resolution to any problem reported.

How to Complain

Complaints should be made in writing to consultancy@fatc.co.uk and complainants should include their name, contact details, confirmation of their training course and full details of their concerns.

Managing the Complaint

FATC will assume responsibility for handing the complaint and create a record. A written or emailed response will be provided within 14 days to acknowledge and confirm that the complaint has been received.

The complaint will be reviewed. All associated individuals and remedial actions will be identified. The complainant may be contacted at this point for further information.

FATC will aim to provide a full response to the complainant along with confirmation of any corrective actions deemed necessary within 28 days. If a resolution is not possible within this timeframe, an update will be provided with an estimated completion date.

| Initial | Date | No |
|---------|------------|-----|
| CEB | 01/01/2016 | 006 |

Complaints and Appeals procedure

Though the response to the complainant will provide with all possible relevant information, specific details, such as those relating to disciplinary actions, may be withheld due to data protection.

Appeals procedure

In relation to our response to a complaint and /or our training, candidates have the right to appeal in the event that they are dissatisfied with the following:

1. The assessment / complaint decisions made by FATC, where applicable
2. The assessment decisions made by the Awarding Organisation
3. The decision by FATC not to support an enquiry or appeal to the Awarding Organisation

There is an informal and formal procedure available. The formal procedure is only to be followed if the informal procedure has failed or is inappropriate for the circumstances. All appeals to the awarding bodies must be via the formal procedures of the Awarding Organisation and supported by the Head of Centre.

| Awarding Body | Contact | Company |
|---------------|-------------------|--------------------|
| CIEH | Sally Trice | STCC |
| RSPH | Caroline Benjamin | Food Allergy Aware |

Every attempt will be made to resolve disputes as near as possible to the point of origin. FATC will keep appeals records for inspection by awarding bodies for a minimum of 18 months.

| Initial | Date | No |
|---------|------------|-----|
| CEB | 01/01/2016 | 006 |

Complaints and Appeals procedure

Managing the Appeal

Food Allergy aware Limited will assume responsibility for handling the appeal and create a record. A written or emailed response will be provided within 14 days to acknowledge and confirm that the complaint has been received.

The complaint will be reviewed with all associated individuals and remedial actions will be identified. The complainant may be contacted at this point for further information

Informal Procedure

1. Where a candidate wishes to make an appeal against the quality of the provisions at the centre he/she should first of all attempt to resolve the matter by a direct approach to the tutor/Head of Centre.
2. If the matter remains unresolved the candidate may require a personal interview with the Head of Centre.
3. Before the personal interview, the Head of Centre should have obtained an independent second opinion on the initial decision.
4. If, after any action to resolve the dispute taken by the Head of Centre, the matter is not satisfactorily resolved, the complainant may use the formal procedure.

Formal Procedure

Once the informal procedure has been exhausted, then the formal procedure is to be followed.

1. The complainant will be required to submit a formal complaint in writing to the Head of Centre.
2. Within 28 working days of receiving the written appeal, the decision of the Head of Centre should be communicated to the student/trainee.
3. Decisions by the Head of Centre regarding the quality of teaching provision are final.
4. If the complainant disagrees with the result of the formal Appeals procedure regarding assessment decisions, they may utilise the Awarding Organisations formal Appeals procedure for which they must be supported by the centre. For details of the Awarding Bodies Appeals Procedure, please contact the centre for point of contact

End.

| Initial | Date | No |
|---------|------------|-----|
| CEB | 01/01/2016 | 006 |