



## **Complaints/Appeals Procedure**

### **Purpose:**

This document explains the complaint procedures within AWC Training, if you wish to make a complaint or an appeal please follow the procedures set out below.

### ***Complaints Procedure***

1. Should you have any reason to make a complaint either at work, in the training centre, or with regards to any member of staff from either AWC Training or within your workplace please speak to the relevant person.
2. If you feel you are unable to do this or have done so decision with no outcome then please put your complaint in writing to the relevant Team Programmed Manager.

### ***Appeals Procedure***

1. Should you wish to make an appeal against any made within the company by any member of staff or manager the appeal should be lodged in writing within 21 days of being informed of this decision.
2. Your written appeal should be made to the Managing Director
3. You will be informed by the Managing Director of the date that your appeal will be heard and where you will need to attend the hearing.
4. Any recommendation made by the Managing Director will be made in writing to you and all parties involved for immediate effect.
5. Should no decision or recommendation be met, then the Managing Director will recommend that an independent re-assessment be made to try to reach an outcome.

### **The Learner:**

Name: \_\_\_\_\_

Qualification Title: \_\_\_\_\_

Registrations Number: \_\_\_\_\_ Date: \_\_\_\_\_

Functional Skills Registration No: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**The Assessor:**

Your Assessor is: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Centre Address:    AWC Training Limited,  
                          40 Fore Street  
  St Austell  
  Cornwall  
  PL255ER

Tel: (01726) 810143

Centre Manager: Allan Clare