



NORTHERN TRAINING P A R T N E R S H I P

Appeals and Complaints Policy reviewed by G. Davidson 2020

Learners or clients seeking to submit an appeal against an academic judgement (an award given, piece of assessed work, or a decision relating to a learner's academic progress) should use the processes and procedures outlined in this Policy. Learners or clients seeking to submit an academic complaint (for example, a complaint expressing dissatisfaction with the academic provision or service received from Northern Training Partnership Ltd) should also use the procedures described in this Policy.

Step 1 - Raising an initial concern

Northern Training Partnership Ltd will normally seek to resolve matters of concern as close as possible to the level at which they arise. Only when such channels are fully exhausted will procedures be initiated to escalate appeals and/or complaints to a higher level. Learners or clients should initially raise any concerns they may have with relevant members of staff within their course. An appeal and/or complaint can thereafter be formalised by making a subsequent submission, in writing, normally to the Director of Training.

Where a learner or client remains dissatisfied after such formal review and can clearly demonstrate that grounds exist to have the matter considered further, the learner or client may make a final submission to the Independent Panel. This is the last stage of consideration under Northern Training Partnership Ltd's internal procedures.

Step 2 - Appeals and/or Complaints to the Independent Panel

Before submitting an appeal and/or complaint to the Independent Panel, the learner or client must fully exhaust the first stage of appeal. The Independent Panel will not consider cases that have not completed this compulsory earlier stage of local resolution. Learners or clients who make a premature submission to the Independent Panel will be referred back to the Director of Training.

Timescales

In general, it is important that learners and clients act promptly in submitting an appeal and/or complaint. Submissions are normally time-limited and late submissions may not be considered further by Northern Training Partnership Ltd.

Initial appeals or complaints will be dealt with in a prompt manner and acknowledgement of the appeal or complaint receipt will be within 5 working days with a resolution as soon as practicably possible after receipt of the appeal or complaint.

Appeals or complaints forwarded to the Independent Panel will be processed within 14 working days of submission.