

# **Crystal&Co NVQ Appeals and Complaints Policy and Procedure**

## **1. Purpose**

This policy sets out Crystal&Co approach to handling appeals and complaints related to the delivery and assessment of NVQ qualifications. Crystal&Co is committed to ensuring that all appeals and complaints are handled fairly, transparently, and promptly, in line with regulatory requirements and awarding body standards.

## **2. Scope**

This policy applies to all candidates enrolled in NVQ qualifications with Crystal&Co and covers:

- Appeals regarding assessment decisions.
- Complaints regarding the quality of training, assessment, or administration.

## **3. Principles**

- **Fairness:** Appeals and complaints will be dealt with impartially.
- **Confidentiality:** Information related to appeals and complaints will be treated confidentially.
- **Promptness:** Appeals and complaints will be resolved as quickly as possible, with clear timelines provided.
- **Non-Discrimination:** Candidates raising appeals or complaints will not face any negative repercussions.

## **4. Appeals Policy**

### **4.1 Overview**

Candidates have the right to appeal an assessment decision if they believe that the decision was not made in accordance with awarding body guidelines or assessment criteria.

### **4.2 Appeals Procedure**

#### **Stage 1: Informal Resolution with Assessor**

1. **Initial Discussion:** Candidates should first raise any concerns about an assessment decision directly with their assessor as soon as possible after receiving the result.

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2. **Resolution Attempt:** The assessor will review the assessment and any supporting documentation. The aim is to resolve the issue informally through discussion.

### Stage 2: Formal Appeal to Centre Management

1. **Submitting the Appeal:** If the candidate is dissatisfied with the outcome of the informal resolution, they may submit a formal appeal to the Centre Coordinator. The appeal must be submitted in writing within 10 working days of the informal discussion and must include:
  - A detailed explanation of the grounds for the appeal.
  - Any relevant supporting evidence or documentation.
2. **Centre Management Review:** The Centre Coordinator, in consultation with relevant staff, will review the appeal and the assessment process. The review will be conducted in accordance with the awarding body’s guidelines.
3. **Decision:** The candidate will receive a written response within 10 working days of submitting the appeal, detailing the outcome of the review.

### Stage 3: Escalation to Awarding Body

1. **Referral to Awarding Body:** If the candidate remains dissatisfied, they may escalate the appeal to the relevant awarding body. This must be done within 10 working days of receiving the Centre’s decision. The submission must include:
  - The original appeal submission.
  - The Centre’s response.
  - Any additional supporting documentation.
2. **Awarding Body Review:** The awarding body will conduct an independent review of the appeal, which may include consultation with the External Quality Assurer (EQA) or relevant external parties.
3. **Outcome Notification:** The awarding body will provide a written response to the candidate within 20 working days. If further time is needed, the candidate will be notified, along with an updated timeline for resolution.

### Stage 4: Escalation to Regulatory Authority

1. **Final Recourse:** If the candidate remains unsatisfied with the awarding body’s decision, they may refer the matter to the relevant Regulatory Authority. Crystal&Co will assist in providing the necessary contact details within 5 working days of the request.

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## **5. Complaints Policy**

### **5.1 Overview**

Candidates have the right to lodge a complaint about any aspect of their experience with Crystal&Co, including training delivery, assessment, or administrative processes.

### **5.2 Complaints Procedure**

#### **Stage 1: Initial Complaint Submission**

1. **Filing the Complaint:** Complaints should be submitted in writing to the Centre Coordinator as soon as possible after the issue arises. The complaint must outline:
  - The nature of the complaint.
  - Any relevant background information.
2. **Acknowledgement:** The Centre Coordinator will acknowledge receipt of the complaint within 5 working days.
3. **Investigation:** The Centre Coordinator or Department Head will investigate the complaint. This may involve discussions with assessors, trainers, and a review of any relevant records.
4. **Response:** A written response will be provided within 28 days of the complaint being acknowledged. If more time is needed, the complainant will be informed and provided with a revised timeline.

#### **Stage 2: Review by Head of Centre**

1. **Further Review:** If the complainant is dissatisfied with the initial response, they may request a review by the Head of Centre. This request must be made in writing, detailing why the original resolution was unsatisfactory.
2. **Centre Review:** The Head of Centre will review the complaint and any investigation findings, providing a final decision within 10 working days of the request.

#### **Stage 3: External Referral to Awarding Body**

1. **Escalation to Awarding Body:** If the complainant remains unsatisfied after exhausting Crystal&Co internal procedures, they may escalate the complaint to the relevant awarding body. Crystal&Co will assist in facilitating this referral.

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## **6. General Provisions**

- **Confidentiality:** All appeals and complaints will be handled confidentially, and only those involved in the investigation or resolution will have access to the information.
- **Non-Discrimination:** Crystal&Co ensures that any candidate raising an appeal or complaint will not face any discrimination, disadvantage, or unfair treatment as a result.
- **Record Keeping:** Detailed records of all appeals and complaints will be maintained for quality assurance purposes and to support ongoing improvement. These records will be retained for a minimum of three years.

## **7. Responsibilities**

- **Centre Coordinator:** Responsible for the day-to-day management of appeals and complaints and for ensuring that all issues are handled in accordance with this policy.
- **Head of Centre:** Responsible for reviewing escalated complaints and ensuring that appropriate measures are taken in response to any upheld appeal or complaint.

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### **Approval**

The undersigned certifies that this policy has been reviewed and approved for implementation within Crystal&Co.

#### **Managing Director**

**Signature:** .....*Ramona Marcu*.....

**Name:** Ramona Marcu

**Date:** 02/09/2024

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## Crystal&Co Appeals and Complaints Application Form

**Please indicate if this is:**

- Appeal**  
 **Complaint**

### **Section 1: Personal Information**

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

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

Email Address: \_\_\_\_\_

Course Attended: \_\_\_\_\_

*(e.g., SSSTS, SMSTS, NVQ)*

Course Date: \_\_\_\_\_

### **Section 2: Appeal/Complaint Details**

#### **2.1. Reason for Appeal/Complaint**

*(Please tick the relevant reason)*

##### **Appeal Reasons (for appeals only):**

- Disagreement with assessment outcome  
 Perceived bias or unfair assessment  
 Incorrect application of assessment criteria  
 Other (please specify): \_\_\_\_\_

##### **Complaint Reasons (for complaints only):**

- Quality of training delivery  
 Inadequate course materials  
 Poor communication or administrative issues  
 Unprofessional behaviour by staff  
 Other (please specify): \_\_\_\_\_

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## 2.2. Description of Issue

Please provide a detailed description of the appeal/complaint, including dates, locations, and any specific incidents or issues.

## Section 3: Desired Outcome

What resolution are you hoping for?

*(e.g., re-assessment, course fee refund, apology, policy change)*

## Section 4: Declaration

I hereby declare that the information provided in this form is true and accurate to the best of my knowledge. I understand that Crystal&Co may contact me for further details if required.

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

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## Section 5: For Office Use Only

### 5.1. Acknowledgment of Receipt

Received By: \_\_\_\_\_

Date Received: \_\_\_\_\_

### 5.2. Investigation Notes

Investigating Officer: \_\_\_\_\_

Summary of Investigation:

### 5.3. Outcome

Decision Made: \_\_\_\_\_

Resolution Provided:

Date of Decision: \_\_\_\_\_

### 5.4. Notification to Applicant

- Date Applicant Informed: \_\_\_\_\_
- Method of Communication:
  - Email
  - Phone
  - In Person
  - Other: \_\_\_\_\_

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