

Crystal&Co Site Safety Plus (SSP) Appeals and Complaints Procedure

1. Purpose

This procedure outlines the process for handling appeals and complaints related to the delivery and assessment of CITB training courses, including the Site Supervisors' Safety Training Scheme (SSSTS) and Site Management Safety Training Scheme (SMSTS). Crystal&Co is committed to ensuring that all issues are resolved fairly, transparently, and promptly.

2. Appeals Procedure

The appeals procedure is for delegates who wish to challenge an assessment decision related to CITB training courses delivered by Crystal&Co.

Stage 1: Informal Resolution with Trainer

1. **Initial Discussion:** If a delegate disagrees with an assessment decision or is unhappy with the training delivery, they should first discuss their concerns directly with the trainer who delivered the course. Most issues can be resolved informally through discussion.
2. **Resolution Attempt:** The trainer will review the assessment and address any concerns raised. The goal is to reach a mutual understanding and resolution at this stage.

Stage 2: Formal Appeal to Centre Management

1. **Submitting the Appeal:** If the delegate is not satisfied with the outcome of the informal resolution, they may submit a formal appeal to the Centre Coordinator. The appeal must be made in writing within 10 working days of the informal discussion and should include:
 - A clear statement of the grounds for the appeal.
 - Any supporting evidence or relevant documentation.
2. **Centre Management Review:** The Centre Coordinator, in consultation with relevant personnel, will review the appeal and the original assessment process. This review will consider all evidence presented and adhere to CITB guidelines.
3. **Decision:** The delegate will receive a written response within 10 working days of the appeal submission, detailing the outcome of the review. If the delegate is satisfied with the outcome, the appeal process will conclude here.

Stage 3: Escalation to CITB

1. **Referral to CITB:** If the delegate remains dissatisfied after the Centre Management's review, they may escalate the appeal to CITB. This must be done within 10 working days of receiving the Centre's decision. The referral should include:

Document Reference	Document Title	Latest Update	Revision Number	Next Review Due
Crystal&Co/003	Crystal&Co Site Safety Plus Appeals and Complaints Procedure	22/11/2024	1.0	22/11/2025

- The formal appeal submission.
 - The Centre’s response.
 - Any additional relevant documentation.
2. **CITB Review:** CITB will conduct an independent review of the appeal, including an examination of the assessment process carried out by Crystal&Co. They may consult with the External Quality Assurer (EQA) as part of their review.
 3. **Outcome Notification:** CITB will provide a written response to the delegate within 20 working days of receiving the appeal. If additional time is required, CITB will inform the delegate, providing reasons for the delay and a new timeline for resolution.

Stage 4: Escalation to Regulatory Authority

1. **Final Recourse:** If the delegate is not satisfied with CITB’s decision, they have the right to refer the matter to the appropriate Regulatory Authority. Crystal&Co, in cooperation with CITB, will provide the necessary contact details within 5 working days of the request.

3. Complaints Procedure

The complaints procedure addresses issues related to the quality of training delivery, administration, or any other non-assessment-related concerns regarding CITB courses offered by Crystal&Co.

Stage 1: Initial Complaint Submission

1. **Filing the Complaint:** Delegates are encouraged to submit complaints in writing as soon as possible after the issue arises. Complaints should be directed to the Centre Coordinator, detailing the nature of the complaint and any relevant background information.
2. **Acknowledgement:** The complaint will be acknowledged within 5 working days of receipt.
3. **Investigation:** The Centre Coordinator or Department Head will investigate the complaint. This may involve discussions with relevant staff members, trainers, and reviewing any pertinent records or documentation.
4. **Response:** A written response will be provided within 28 days of the complaint being acknowledged. If additional time is required, this will be communicated to the complainant, explaining the reasons and providing a new deadline.

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 should be made in writing, specifying why the initial resolution was unsatisfactory.

Document Reference	Document Title	Latest Update	Revision Number	Next Review Due
Crystal&Co/003	Crystal&Co Site Safety Plus Appeals and Complaints Procedure	22/11/2024	1.0	22/11/2025

2. **Centre Review:** The Head of Centre will re-examine the complaint and the previous investigation, providing a final written decision within 10 working days of the request for a review.

Stage 3: External Referral to CITB

1. **Escalation to CITB:** If the complainant remains unsatisfied after exhausting Crystal&Co internal procedures, they may escalate the complaint to CITB for further review. The Centre Manager will assist in facilitating this referral.
2. **The dispute should be put in writing to:**
Approval and Compliance Manager
CITB Quality Assurance Team
Sand Martin House
Peterborough
PE2 8TY

4. General Provisions

- **Confidentiality:** All appeals and complaints are handled confidentially. Only those directly involved in the investigation or resolution process will have access to the information.
- **No Discrimination:** Crystal&Co ensure that delegates raising appeals or complaints will not face any discrimination or unfair treatment as a result.
- **Record Keeping:** Crystal&Co will maintain detailed records of all appeals and complaints, along with their outcomes, to ensure transparency and support continuous improvement.

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: 22/11/2024

Document Reference	Document Title	Latest Update	Revision Number	Next Review Due
Crystal&Co/003	Crystal&Co Site Safety Plus Appeals and Complaints Procedure	22/11/2024	1.0	22/11/2025

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)

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): _____

Document Reference	Document Title	Latest Update	Revision Number	Next Review Due
Crystal&Co/003	Crystal&Co Site Safety Plus Appeals and Complaints Procedure	22/11/2024	1.0	22/11/2025

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: _____

Document Reference	Document Title	Latest Update	Revision Number	Next Review Due
Crystal&Co/003	Crystal&Co Site Safety Plus Appeals and Complaints Procedure	22/11/2024	1.0	22/11/2025

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: _____

Document Reference	Document Title	Latest Update	Revision Number	Next Review Due
Crystal&Co/003	Crystal&Co Site Safety Plus Appeals and Complaints Procedure	22/11/2024	1.0	22/11/2025