

# Serco Management System: UK & Europe Local Operating Procedure

## Document Title: Complaint & Assessment Appeal Procedure

### Business Unit: Resilience & Training/IFTC

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<b>Applicability:</b>	IFTC customers
<b>Summary:</b>	The purpose of this document is to identify the complaints and assessment appeal procedure.

## DOCUMENT CONTROL

Version history			
Version	Date	Reason for release/version update	Issued by
5	January 2016	Paragraph included on page 4, Falck Safety Services to include: Delegates are advised of complaints procedure during Learning Outcomes presentation	Dennis Perkins
6	February 2016	Paragraph added at 5.1 Process to clarify how delegates are made aware of the complaints procedure	Dennis Perkins
7	March 2017	Reviewed with no changes required	Dennis Perkins
8	February 2018	Reviewed and amendments to job titles made throughout the document	Dennis Perkins
9	July 2018	Amended to include the requirement to inform the awarding body if a complaint is received	Dennis Perkins

Document approval		
Job Role	Name	Date approved
Quality (Assurance) Manager	Dennis Perkins	January 2016
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## 1 INTRODUCTION

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This procedure identifies the complaints and assessment appeal procedure to be followed by anyone wishing to complain about or appeal against IFTC.

## 2 OBJECTIVE

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The objective of this procedure is to ensure that there is a clear, transparent and consistent procedure in place to allow persons to raise a complaint or assessment appeal.

## 3 RESPONSIBILITIES

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This procedure applies to all IFTC staff.

## 4 DEFINITIONS

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Complaint – a statement that something is unsatisfactory or unacceptable.

Appeal – make a serious, urgent or heartfelt request for a decision to be changed.

## 5 PROCEDURE

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### 5.1 Process

#### **Complaints Procedure**

This procedure is in place to deal with complaints against IFTC. NOTE delegates wishing to appeal against an assessment outcome should refer to the Assessment Appeals Procedure below.

Delegates are made aware of Serco Complaints Procedure during the course introduction presentation particularly in the following areas:

- Powerpoint Presentation – Introduction
- Lesson Plan
- IFTC Website

IFTC are committed to providing a high quality of service and in order to ensure continuation of our standards would encourage persons to submit a complaint should they be unhappy with any aspect of our service. All complaints will be taken seriously.

All complaints should be submitted using the Complaints Form which can either be collected from the General Office in Technology House, downloaded from [www.iftcentre.com](http://www.iftcentre.com) – Training – Complaints/Assessment Appeal or telephone 01325 333317 and ask for the relevant information to be posted/emailed.

Any complaint received at International Fire Training Centre (IFTC) will be brought to the attention of the Assurance Manager who will log the complaint onto the Non Conformance and Complaints register. An initial assessment of the complaint will then be undertaken to ascertain the nature of the complaint and the potential risk to the business in terms of reputational and financial damage. A member of the Senior Management Team will be involved in this initial assessment.

A Manager will be assigned to investigate the complaint and the format the investigation will follow will be agreed between this Manager and a member of the Senior Management Team. Where the

nature of the complaint is deemed to be of a more serious nature then the Capability Director, Fire may will be notified and kept informed.

The Manager investigating the complaint will:-

- Respond in writing to the complainant acknowledging their complaint within three (3) working days of receipt. This letter will:-
  - indicate who will be dealing with the complaint
  - confirm the format to be used to investigate the complaint (i.e. internal investigation and solution letter to complainant or meeting with complainant, internal investigation and solution letter to complainant, etc.,)
  - give clear timescales.
- Investigate the complaint fully (ensuring all documentation is collated and kept for file).
- Advise Senior Management Team of details of complaint investigation and agree upon solution.
- Respond to complainant within Fifteen (15) working days of receipt of the complaint detailing intended solution and stating deadline to appeal by should they be unhappy with the outcome.
- Collate and document investigation and any correspondence and hand to Assurance Manager for filing.
- Ensure any necessary actions required following the complaint are taken.

If complainant is satisfied with the resolution of their complaint no further action is required.

If complainant is not satisfied with the resolution of their complaint and wishes to appeal against the outcome then they should write to the Business Operations Manager stating their reasons/concerns. This will then be subject to further review by Senior Management or passed to an independent person to undertake a further investigation.

At all stages the complainant will be kept informed as to what is happening with their complaint or appeal. If for whatever reason it is not possible to deal with the complaint/appeal within the published timescale then the complainant will be informed of this and a reason given.

### **Assessment Appeals Procedure**

This procedure is in place to deal with appeals against grades awarded by IFTC for any examination/assessment. NOTE delegates wishing to make a more general complaint should refer to the Complaints Procedure above.

IFTC are committed to ensuring that all examinations/assessments are graded using a fair and consistent approach. If for any reason you feel that a grade awarded is unjust please submit an Assessment Appeal. All Assessment Appeals will be taken seriously.

A delegate wishing to make an Assessment Appeal may do so verbally prior to leaving the centre by notifying their Nominated Tutor or on departure must do so in writing within 14 (fourteen) days of the final day of their course. In either case an Assessment Appeals Form should be completed which can either be collected from the General Office in Technology House, downloaded from [www.iftcentre.com](http://www.iftcentre.com) – Training – Complaints/Assessment Appeal or telephone 01325 333317 and ask for the relevant information to be posted/emailed.

Any Assessment Appeal submitted should be brought to the attention of the Assurance Manager who will log the Assessment Appeal onto the Non Conformance and Complaints register. An initial assessment of the appeal will then be undertaken. The Director of Training will be involved in this initial assessment.

A Manager will be assigned to investigate the Assessment Appeal and the format the investigation will follow will be agreed between this Manager and the Director of Training.

The Manager investigating the Assessment Appeal will:-

- Respond in writing to the appellant acknowledging their appeal within three (3) working days of receipt of the initial appeal. This letter will:-
  - indicate who will be dealing with the Assessment Appeal
  - confirm the format to be used to investigate the Appeal (i.e. internal investigation and solution letter to appellant or meeting with appellant, internal investigation and solution letter to appellant, etc.,)
  - give clear timescales.
- Investigate the Assessment Appeal fully (ensuring all documentation is collated and kept for file). Form 190 Assessment Appeal Log will also be completed.
- Advise Director of Training of details of Assessment Appeal investigation and agree upon solution.
- Respond to appellant within Fifteen (15) working days of receipt of the Assessment Appeal detailing intended solution and stating deadline to appeal by should they be unhappy with the outcome.
- Collate and document investigation and any correspondence and hand to Systems Administrator for filing.
- Ensure any necessary actions required following the Assessment Appeal are taken.

If appellant is satisfied with the resolution of their Assessment Appeal no further action is required.

If appellant is not satisfied with the resolution of their Assessment Appeal and wishes to appeal against the outcome then they should write to the Business Operations Manager stating their reasons/concerns. This will then be subject to further review by Senior Management or passed to an independent person to undertake a further investigation.

At all stages the appellant will be kept informed as to what is happening with their Assessment Appeal. If for whatever reason it is not possible to deal with the appeal within the published timescale then the appellant will be informed of this and a reason given.

If the assessment appeal is made on a qualification that is being ran in association with an awarding/accreditation organisation, then that organisation must be informed immediately that an assessment appeal investigation has begun with details of the learner and the nature of the appeal. The awarding/accreditation organisation should be made aware of the outcomes of any investigation and any changes in policy as a direct result.

### **Falck Safety Services (FSS)**

In the event of a complaint or an assessment appeal which involves a FSS Delegate this will be investigated in line with FSS's Candidate Removal and Appeal Procedure reference 3-UKA-PR-018 / Complaints Procedure reference 3-UKA-PR-015

Upon receipt of an Assessment Appeal from a FSS Delegate IFTC will notify the Assistant Centre Manager FSS Ltd Haverton Hill and follow up with an email.

## **5.2 Information & Training**

N/A

## **5.3 Additional Sub Section Title(s)**

All communication with external communication agencies must be via the Serco Communication Team and must follow the standard Serco process.

PLEASE NOTE:- All Health Safety & Environment related complaints/appeals must be recorded on the Assure database in full.

## 6 RECORDS

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002 Complaints Form  
003 Assessment Appeals Form  
Form 190 Assessment Appeal Log

## 7 REFERENCES

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Falck Safety Services Complaints Procedure 3-UKA-PR-015  
Falck Safety Services Candidate Removal and Appeal Procedure 3-UKA-PR-018

## 8 MEASURES

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This procedure will be reviewed annually and verification of compliance will be through internal checks of associated records.

## 9 APPENDICES

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N/A