

Appeals and complaints procedure and forms

Comments and complaints

Comments and complaints should be emailed directly to qa1@cvqo.org, outlining the nature and origin of the comment or complaint.

CVQO will acknowledge the comment or complaint within five working days of receipt and will advise who will be dealing with the complaint.

Appeals

Learners should enter CVQO's formal appeals procedure only once an attempt has been made to resolve the matter informally. It is accepted that from time to time a learner may feel concerned or dissatisfied with their programme of learning with CVQO and when that happens it is important that the issue is dealt with as quickly and as thoroughly as possible. CVQO recognises the right for learners to appeal against:

- decisions reached as a consequence of assessment
- decisions reached on whether or not an opportunity to resubmit or retake assessments is authorised
- decisions reached concerning progression, deadline extensions or programme transfer
- decisions reached concerning plagiarism
- decisions reached on terminating the registration period following the registration end date

Learners who remain dissatisfied after informal investigation of their complaint or appeal can enter CVQO's formal appeals process using the appended forms and subsequent instructions:

Stage 1

- a) Complete a Formal Appeal and Complaints Form setting out clearly the nature and origin of the appeal or complaint detailing what steps have been taken to resolve this informally and explaining why the outcome of the informal procedure was not satisfactory. The form should be completed by the learner or submitted with a statement from the learner giving approval for a named representative to oversee the appeals and complaints procedure on their behalf. Completed forms can be emailed to qa1@cvqo.org or sent for the attention of CVQO Quality, 3 Archipelago, Lyon Way, Camberley, Surrey, GU16 7ER.
- b) CVQO will acknowledge receipt of the appeal or complaint within five working days and let the learner or their appointed representative know who will be dealing with the appeal or complaint.

- c) The person dealing with the appeal or complaint will, within 10 working days of the referral, contact the learner or their representative and indicate what action they plan to take and a date by which they expect the investigation to be completed. The learner or their representative will be informed of any delays should the investigation take longer than anticipated.

Stage 2

- d) The person dealing with the appeal or complaint will respond in writing to the learner or their representative with the details of the finding, and if the appeal or complaint is upheld, will indicate what the outcome will be.

Stage 3

- e) Once notified of the outcome learners who remain dissatisfied can request that the appeal is presented to an appeals panel. The panel consists of three members, one of whom will be independent of CVQO. The independent person will act as chairperson and will review the evidence for appeal and the appeals process.

The chairperson will make the final decision on the success or failure of the appeal and close CVQO's formal appeals process.

Stage 4

- f) Learners who remain dissatisfied following CVQO's formal review can exert their right to escalate their appeal to the relevant awarding organisation or regulatory body listed below:-

City & Guilds

Telephone: 0207 294 2468

Email: feedbackandcomplaints@cityandguilds.com

Address: Feedback and Complaints Team, City & Guilds, 1 Giltspur Street, London, EC1A 9DD

Institute of Leadership and Management (ILM)

Telephone: 01543 266867

Email: complaintsandcompliments@i-l-m.com

Address: Feedback and Complaints Team, ILM, 1 Giltspur Street, London, EC1A 9DD

Pearson Edexcel

Telephone: 0845 618 0440

Email: pqsmalpractice@pearson.com

Address: Customer Services (Feedback and complaints), Pearson, 190 High Holborn, London, WC1V 7BH

Scottish Qualification Authority (SQA)

Telephone: 0345 279 1000

Email: customer@sqa.org.uk

Address: Scottish Qualifications Authority, The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ

The Office of Qualifications and Examinations Regulation (Ofqual)

Email: info@ofqual.gov.uk

Formal Appeals and Complaints Form

The formal appeals and complaints procedure is for learners to address issues which could not be resolved informally. The learner should forward a copy to CVQO Quality, 3 Archipelago, Lyon Way, Camberley, Surrey, GU16 7ER or by email to qa1@cvqo.org. It is recommended for learners to keep a copy of their submitted form for their own records.

Stage 1	
Name of learner:	CVQO Learner No:
Named representative: I have appointed the named person above to represent me (the learner) in the process of appealing a recognised decision or making a complaint. My named representative will be the main point of contact for the duration of this process.	
Learner signature: Date:	
Outline below the steps (if any) you have taken to attempt to resolve this informally and the reasons why the outcome was not satisfactory:	
Outline below the nature and origin of your complaint :	
The following sections concerns appealing against a recognised decision.	
Qualification:	Course attended:
Name of assessor:	Date of assessment:
Name of internal verifier:	Date of assessment:
Outline below the nature and origin of your appeal :	
Learner signature:	Date:
Representative signature:	Date:
CVQO will confirm receipt of your appeal or complaint within five working days. Please provide the most suitable contact methods below.	
Telephone:	Mobile:
Email:	
Address:	

Stage 2 (appeals only)	
Assessor comments:	
Assessor signature:	Date:
Internal verifier comments:	
I [agree] [disagree] with the learner's appeal.	
Name of internal verifier:	
Internal verifier signature:	Date:

Stage 2 Conclusion (appeals and complaints)	
Name of appointed person overseeing the appeal or complaint:	
Position of appointed person:	
Concluding comments and outcome of investigation:	
I [agree] [disagree] with the learner's appeal or complaint.	
Actions following an appeal or complaint which was upheld:	
Date learner or representative informed:	
Does the learner wish to present their appeal to an appeals panel? Yes: <input type="checkbox"/> No: <input type="checkbox"/>	

Stage 3 Appeals panel	
Panel chairperson:	
Panel member:	
Panel member:	
Panel's comments:	
Date appeal received:	Date decision made:
Panel chairperson's signature:	
Date learner or representative informed:	