

## Complaints & Academic Appeals Procedure

At Mercury Training LTD. we are committed to providing a quality service for staff and learners; working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our Apprentices, Learners, customers, and stakeholders, and by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally and dealt with quickly.

Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

**Definition:** Mercury Training Services defines a complaint as 'any expression of dissatisfaction (with Mercury Training, with a member of staff) that relates to Mercury Training and that requires a formal response'.

**Purpose:** The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

### **Mercury Training will:**

- Acknowledge the formal complaint in writing

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- Respond within a stated period
- Deal reasonably and sensitively with the complaint
- Act where appropriate

### **A complainant's responsibility is to:**

- Bring their complaint in writing to Mercury Training's attention normally within 14 days of the issue arising
- Raise concerns promptly and directly with a member of staff from Mercury Training
- Explain the problem as clearly and as fully as possible including any action taken to date
- Allow Mercury Training a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the immediate control of Mercury Training

**Responsibility for Action:** All staff and stakeholders of Mercury Training

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Mercury Training maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**Monitoring and Reporting:** Managers of Mercury Training will receive annually a report of complaints made and their resolution.

## **Formal Complaints Procedure – Not academic related**

### **Stage 1**

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of Mercury Training staff to write to, your complaint should be sent to:

Donna Kedzierski,  
Quality & Delivery Manager.  
Mercury Training Services LTD  
Unit 14, Gainsborough Trading Estate

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Rufford Road  
Stourbridge  
West Midlands  
DY9 7ND

Telephone: 07458 300661

Email: donna@mercurytrainme.com

### **Stage 2**

If you are not satisfied with the initial response to the complaint, then you can write to the Managing Director Paul Lawton Jones and ask for your complaint and the response to be reviewed. You can expect the Managing Director to acknowledge your request within 4 working days of receipt and a response within 15 working days.

Paul Lawton Jones  
Managing Director  
Mercury Training Services LTD  
Base Studios  
Unit 14, Gainsborough Trading Estate  
Rufford Road  
Stourbridge  
DY9 7ND

Telephone: 07779162260

Email: paul@mercurytrainme.com

Mercury Training aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### **Academic Appeals Procedure**

Candidates wishing to appeal must do so within 14 days of receiving the disputed assessment decision and are advised to keep copies of all documents relating to the appeal.

It is ultimately the responsibility of the Managing Director to ensure that this procedure is published and accessible to all personal, candidates and any relevant third parties.

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### **Stage one**

The appeal should be made, in the first instance, to the Coach who made the original assessment decision. At this stage, a verbal appeal is acceptable, although the Candidate is recommended to put the appeal in writing.

The Coach is required to record an overview of the appeal and the outcome of the discussion and forward this to the Quality & Delivery Manager to retain within the centre's assessment and appeals records.

### **Stage Two**

If Candidates remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the Quality and Delivery Manager, Mercury Training within 14 working days of the Stage 1 process.

The Quality & Delivery Manager will write to the Candidate to acknowledge receipt of the appeal within 10 working days and outline the course of action taken. The Quality & Delivery will carry out an investigation ensuring that another appropriately qualified Coach and/or internal verifier is involved in the review and will write to the Candidate within 20 working days with the findings and a decision as whether the appeal was justified.

Candidates are required to provide as much information as possible regarding the disputed assessment decision, information should include:

- The date and type of the assessment (ie observation of practical work, assessment of a set task/assignment, result of an internally assessed question paper)
- The name of the Coach involved
- A brief outline of the reason for the appeal
- Any associated documents (ie candidate evidence, record of feedback from the Coach involved)

### **All Stage 2 appeals should be sent to:**

Donna Kedzierski,  
Quality & Delivery Manager.  
Mercury Training Services LTD  
Unit 14, Gainsborough Trading Estate  
Rufford Road  
Stourbridge  
West Midlands  
DY9 7ND

Upon receipt of the appeal the Quality & Delivery Manager will contact the relevant person required to conduct an appropriate review of the evidence and an Independent Coach or Internal Quality Assurance may

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review/reassess the candidates work against the assessment criteria for the qualification, where required.

One of the following decisions will be communicated to the Candidate by the Quality & Delivery in writing within 10 days of the decision having been made.

### **This will be to either:**

- Uphold the original assessment decision
- Offer the candidate an opportunity for a re-sit/reassessment free of charge
- Overturn the original decision

The decision will also be communicated to the original Coach and the Coach/Internal Verifier who assisted in Stage 2 of the appeal. Copies of records of appeals are retained within Mercury Training's Centre for a minimum period of 5 years.

### **Stage 3**

If Candidates have followed Stage 1 and 2 of the appeals procedures and remain dissatisfied with the outcome, they have the right to take their appeal to the appropriate awarding body within 20 working days of the decision being communicated to them by the recognised centre.

**City & Guilds** – 1 Giltspur Street, London, EC1A 9DD

**Highfield Awarding Body for Compliance (HABC)** - Highfield House, Sidings Court, Lakeside, Doncaster, South Yorkshire, DN4 5NL

**CMI**- 77 Kingsway, London, WC2B 6SR

### **Policy Ownership**

This Complaints & Academic Appeal Policy is owned by all relevant Mercury Training staff. Its lead originator and point of contact in relation to its content is:

**Reviewers Name:** Paul Lawton Jones

**Reviewers Signature:** *Paul Lawton-Jones*

**Last Reviewed August 2021**

**Review date: July 2022**