

Learner Appeals and Complaints Policy



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Learner Appeals Policy

All learners have the right to challenge the outcomes of their assessment decisions if they consider the assessment has not been carried out properly. Learners might appeal on a variety of issues listed below:

- Conduct of the assessment.
- Adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements.
- The opportunities offered to demonstrate competence of attainment.
- Access to assessment.
- Process of assessment.
- Access to Internal Verification.
- The handling of an appeal.
- Administrative issues e.g., failure to register/apply for certification.

If a learner wishes to appeal, it is to be lodged with iMeta Training (“the Company”) Quality Manager within 10 working days of the learner being notified of the assessment decision. The Quality Manager will then attempt to find a solution with the Learner, Assessor/Tutor, and Internal Verifier within 10 days of receiving the complaint.

The Quality Manager will inform the learner of their decision. If the learner accepts the decision, no further action is taken. If the learner does not accept the decision, the Quality Manager will:

- Set a date for the appeal to be considered by the Appeals Panel.
- If the appeal is against an assessment of a regulated qualification, notify the External Verifier that an appeal has been lodged and gives detail of how it

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will be heard, including the composition of the Appeals Panel, and provide the final decision of the Appeals Panel to the External Verifier.

- The Appeals Panel will meet to consider the appeal within 30 working days of receiving the appeal.
- The Appeals Panel will send the final decision to the learner.
- No one involved in the original assessment will be on the panel.

The outcome of the Appeals Panel decision will be:

- Amend the decision in the light of the new rationale/evidence being put forward and which has now been reviewed.
- Or confirm iMeta Training stand by the original decision.

The learner will have the right to seek a review by the Awarding Body if the appeal is against an assessment of a regulated qualification or have the right to seek an independent review. This must be carried out by someone who is not an employee of, or otherwise connected to iMeta Training.

Learner Complaints Policy

A learner may complain to iMeta Training about any aspect of their training and support they had or are receiving from iMeta Training.

The stages of the complaint:

Stage 1 (informal):

Complaint heard by staff member.

It is in everyone's interest that complaints are resolved at the earliest possible stage. The experience of the first contact between the complainant can be crucial in determining whether the complaint will escalate. To that end, if staff are made aware of the procedures, they will know what to do when they receive a complaint. It would assist the procedure if the Company respected the views of a complainant who indicates that he/she would have difficulty discussing a complaint with a particular member of staff. In these cases, the complaint should be forwarded to the staff member's line manager. Similarly, if the member of staff directly involved feels too compromised to deal with a complaint, the complaint should be forwarded to the staff member's line manager. The ability to consider the complaint objectively and

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impartially is crucial. Where the first approach is made, the next step would be to refer the complainant to the Quality Manager and advise them about the procedure.

Stage 2 (formal):

Complaint forwarded to the Quality Manager.

If a complaint has been forwarded to the Quality Manager following Stage 1 Informal procedure, or a learner has completed a Learner Complaints Form, the Quality Manager will respond to the complainant within 48 hours of receipt. The Quality Manager may be required to carry out an investigation to draw evidence to review as much information that is needed to respond to the complaint. Once the Quality Manager has reviewed all evidence, they will decide as to how to address the complaint. The Quality Manager will contact the complainant to provide them with the outcome of the complaint. This process from investigation to outcome will take no more than 10 working days. If the complainant is not happy with the outcome of the complaint, they can escalate it to the MD of iMeta Training.

Stage 3 (formal):

Complaint forwarded to the MD.

If the complainant is not satisfied with the response by the Quality Manager or the complaint is about the Quality Manager or any member of senior staff, the complainant's complaint will be forwarded to the MD with a request that their complaint is considered further. Once the MD has decided the outcome of the complaint, it is final.

Complaints Form

The Complaint's Form is available from this link:

<https://forms.office.com/e/0DpeeKcFZX>