

NYY Training Policy and Procedure:

Appeals and Complaints Procedure for Learners.

This procedure lays out the process in which NYY will consider a complaint or appeal against a result or mark awarded to the learner or a complaint they have about NYY Training provision. This procedure is used in addition to the Certa Access to Fair Assessment Policy and Procedure.

Stage 1:

Learner to discuss the issue informally with the Tutor/Assessor concerned. The aim of this discussions is to reach a mutually agreed decision and/or outcome.

Stage 2:

The learner cannot come to an agreement with the Tutor/Assessor and wishes to refer the decision to the Internal Verifier.

Stage 3:

If the learner is not satisfied with the Internal Verifier's decision or outcome. The learner can then appeal in writing or verbally to the nominated Quality Assurance Officer within NYY. If the Quality Assurance Officer is the same person as the Internal Verifier the appeal must be taken to Stage 4.

The learner may approach a colleague or family member to support the 3rd or 4th stage of an appeal or complaint.

The written appeal or complaint must reach the Quality Assurance Officer within 14 days of the Internal Verifiers decision or within a month of speaking to the tutor or Assessor.

The Quality Assurance Officer may consult the tutor or Assessor concerned to get further information to establish the reason for the assessment decision or complaint.

The Quality Assurance Officer must investigate the appeal or complaint.

The Quality Assurance Officer must respond to the learner within 7 days of receiving the written appeal or complaint. A copy of the Quality Assurance Officer's response must also be sent to the tutor involved (in the case of an assessment appeal).

If the outcome is not acceptable to the learner, the evidence may be presented to an Appeals Panel

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Stage 4:

If the learner remains dissatisfied with the outcome of the Stage 3, an appeal should be presented to an Appeals Panel. A panel of members will be convened from the NYY Youth Work Committee and NYY Senior Management team to hear the appeal.

The timescale for the meeting should be realistic and enable the learner to present an appeal (usually within 4 weeks of the response from the 3rd Stage). The learner should be given the opportunity to present the appeal in person (with appropriate support from a colleague or family member) or in writing.

The decision of the Appeals Panel is final and should be presented to the learner in writing, within 7 days of the meeting.

If the learner is still not satisfied they may refer the matter to the Certa.

Reference made to:

Certa Access to Fair Assessment Policy and Procedure – In NYY Training Policy File.

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