

Complaints/Appeals Procedure

To promote best practice, EQV has a stringent appeals procedure designed to handle disputes should they arise. If the apprentice wishes to challenge a decision, an issue with the training/training environment, a member of EQVs staff an assessment decision or if they feel that the assessment has not been carried out properly, they can instigate our complaints/appeals procedure.

This could include a variety of grounds such as:

- The conduct of the assessment
- The adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements
- The adequacy of the opportunities offered in order to demonstrate competence or attainment
- There were special circumstances regarding the assessment that have not been considered.
- The apprentice should appeal any decision within 10 days of that decision being communicated to them, and the process of appealing will be as follows.

Firstly, the apprentice should try to raise the issue with their tutor at the next Workshop event. If the complaint is regarding the tutor or there is no workshop in the timescale, then they should address the complaint to the apprentice administrator, Jade Green, 03333 444475 jade.green@eqv.co.uk

This should be done via the complaints and appeals form on the next page. The tutor/Jade Green will respond to the complaint within 10 days of receipt.

If the tutor/Jade Green upholds the decision and the apprentice is still unhappy with the result, the apprentice can then appeal to the to the Managing Director of EQV. Nicola.cooper@eqv.co.uk 03333 444475.

The detail of all complaints is kept confidential and the detail and decision is only shared with the affected parties.

A detailed record will kept for the duration of the apprenticeship and then will be anonymised and only kept as a record of EQV's complaints for reporting purposes.

Complaints and Appeals Report Form

EQV (UK) Ltd

Candidate name:

Place of work:

Contact number:

Email address:

Nature of complaint/appeal:

Action already taken:

Signed: