

Complaints and Appeals Procedure

Version	1
Title of Policy	Appeals & Complaints Policy
Policy Owner	Frances Drew
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Authorised by	Kerry Bentley
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Purpose

This document explains the complaints and appeals procedure for DBC Training. Our commitment is to treat every complaint seriously and deal with it sympathetically and confidentially. We will always do all we can to resolve the complaint fairly and to your satisfaction, although there may be times when we cannot do what you require.

In the first instance, always speak with your Development Coach or Tutor about any concerns and try to resolve things informally. If you are unable to resolve an issue with your Development Coach or Tutor, please comply with the following complaint procedure:

Complaints Procedure

1. Put your complaint in writing to the Internal Quality Assurer (IQA). Your Development Coach or Tutor will provide you with their details
2. Explain clearly the reasons for your dissatisfaction.
3. State what you would like the outcome to be.

Response Procedure

1. All complaints will be logged and an acknowledgment sent within five working days of receipt.
2. The complaint will be investigated and a meeting arranged, to which you will be invited, to discuss the outcome.
3. Once the complaint has been resolved satisfactorily it will be closed off and confirmed in writing.

Appeals Procedure

You will be informed of our appeals procedure at your induction and at regular intervals during the programme. The appeals procedure can also be found on our website.

If you wish to enquire, question or appeal against an assessment decision, you will need to raise your concerns following the appeal steps as follows:

1. First of all, raise your concerns with your Development Coach / Tutor. Quite often, the appeal can be resolved after a simple discussion with your Development Coach or Tutor. If the Development Coach /Tutor attempt to resolve the issue is unsuccessful, the Appeal moves to the next stage.
2. Inform DBC Training's IQA in writing, detailing the matter of concern. This must be done within **10** working days of the initial point of concern.
3. The IQA will investigate and respond within **15** working days.

4. If the IQA is unable to resolve the issue, the issue will be referred back to the Skills & Quality Director will investigate and respond within **15** working days.
5. If the Skills & Quality Director is unable to resolve the issue, the External Quality Assurer (EQA) from the relevant Awarding Body will be informed and will investigate the matter within **30** working days.
6. If you are not satisfied with the result of the internal investigation you may raise your complaint with the relevant Awarding Body and follow their own Complaints Procedure.
7. If you are still not satisfied after following the Awarding Body Complaints Procedure you may report the complaint to Qualification Regulator (Ofqual) whose decision will be final.
8. You will be kept informed at all times.

Important Details:

The Learner

Qualification: _____

Registration No: _____ Date: _____

Awarding Organisation: _____

The Development Coach / Tutor

Your DC/Tutor is: _____

Contact No: _____

The Internal Quality Assurance (IQA)

Your IQA is: _____

Contact details: _____

DBC Training Head Office

DBC Training, Friary Works, 119a Friar Gate, Derby, DE1 1EX

Declaration:

I confirm that I have read and understood the complaints/appeals procedure:

Learner Name: _____

Learner Signature: _____ Date: _____