

## Eglantine Complaints and Appeal Procedure 2025/26

### Complaints Procedure

#### Definition of formal complaint

A formal complaint is an expression of dissatisfaction concerning Eglantine's product or service when the complainant has drawn his or her concern to the attention of one of the employees and is not satisfied with the response. Eglantine takes all complaints extremely seriously and all staff are trained and committed to rectifying any problem as soon as it is brought to their attention. It is recognized that a customer who has a complaint dealt with to their complete satisfaction is likely to become a more loyal customer.

#### Making a formal complaint

If you are dissatisfied with the way your problem has been dealt with by a member of the Eglantine team, we encourage you to ask to speak to the manager for the section concerned. If the manager is unavailable, you should ask to speak to the Managing Director or Centre Co-Ordinator.

You have the choice as to whether you wish to have your formal complaint dealt with by telephone or by letter or e-mail. If you prefer to have your complaint dealt with in writing. Please forward details of the complaint to Eglantine, 42 Eridge Road, Tunbridge Wells, Kent TN4 8HR. You should include as much information as possible, including the nature of the problem, the date the problem occurred and details of who you have spoken to at Eglantine about the problem.

You should also tell us what you think we should do to resolve your complaint. Please remember to provide full details of the address where you would like the response to be sent. Receipt of the complaint will be acknowledged on the same day that it is made by e-mail. Letters will be sent out first class within 24 hours of receipt.

We undertake to treat the complaint confidentially and to investigate it impartially and thoroughly. A written report will be sent within 10 working days, although every effort will be made to respond in five working days. Details of the investigation and our proposed remedial action will be included within the response. Details of all complaints will be kept on the complaint file and used to assist staff training and annual performance appraisals.

## Centre Policies and Procedures 2025/26

### Appeals Procedure

#### Fair Assessment

Associated with the implementation of the Apprenticeship, NVQ and Functional Skills standards is the candidate's right to have access to fair and reliable assessment in which he/she plays a full part. If this access is to be meaningful the candidate must have the right to appeal against assessment decisions which are clear or seem unfair. If a candidate is unhappy with an assessment decision then they have the right to appeal.

#### Pre Assessment

Each candidate must be informed verbally by the assessor of their right to appeal and how the process may be initiated.

#### Stage 1

The candidate must raise the issue with the assessor during or at the end of the assessment session. The assessor needs to reconsider the rationale underpinning the decision and provide clear feedback. If upholding the original assessment decision the candidate must be provided with details of the evidence, which has not yet been provided. This should be clearly marked on the Assessment Plan Form, relevant for the particular unit.

#### Stage 2

If the candidate remains unhappy with the decision they must make a formal written statement on the Appeals Form provided by the assessor. The completed Appeals Form must be returned to the assessor or lead internal verifier within 24 hours of the assessment. The Appeals Form will be passed to the centre coordinator. A decision will be made and the candidate informed of the decision verbally and in writing. If the candidate remains unhappy with the decision then the matter must go for a panel decision.

#### Stage 3

If the candidate remains dissatisfied with written or panel decision, they can escalate  
The appeal or complaint to the Awarding organization.

### Policies and Procedures

Eglantine fully supports the principles of equality and diversity, safeguarding young people and vulnerable adults and the right to a fair assessment. We are committed to satisfying these principles in all our activities and published material. A copy of our policies and procedures are available on the Eglantine website.

Sue Richardson  
Managing Director

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