

## **Complaints and Appeal Policy**

Reviewed: February 2026

### **PART ONE**

#### **General Statement of Policy, Duties & Responsibilities**

##### **1.1 Policy Statement**

Vertex Learning Hub is committed to providing high-quality education and training and to dealing with complaints and appeals in a fair, transparent, timely, and effective manner. We recognise that complaints and appeals provide valuable opportunities to review practice, improve services, and strengthen learner confidence.

This Complaints & Appeals Policy sets out the procedures for raising, investigating, and resolving complaints and appeals related to learning, assessment, service delivery, or organisational conduct.

This policy applies to all learners, staff, associate trainers, contractors, and stakeholders engaged with Vertex Learning Hub.

This policy will be reviewed annually or sooner in response to legislative change, awarding body guidance, CPD requirements, or organisational review.

##### **1.2 Aims of the Policy**

The aims of this policy are to:

- Ensure complaints and appeals are handled fairly and consistently;
- Provide clear and accessible procedures;
- Resolve issues promptly and effectively;
- Protect learners from disadvantage or victimisation;
- Use outcomes to inform quality improvement;
- Meet CPD and awarding organisation requirements.

### **PART TWO**

#### **Definitions**

##### **2.1 Complaint**

A complaint is an expression of dissatisfaction about the quality of learning, assessment, support, facilities, staff conduct, or services provided by Vertex Learning Hub.

##### **2.2 Appeal**

An appeal is a formal request by a learner to review an assessment decision, outcome, or process, where the learner believes procedures were not followed correctly or evidence was not considered fairly.

## **PART THREE**

### **Principles**

Vertex Learning Hub will ensure that complaints and appeals are:

- Accessible – procedures are clear and easy to follow;
- Fair – all parties are treated impartially;
- Transparent – processes and outcomes are explained;
- Timely – handled within stated timescales;
- Confidential – information is shared on a need-to-know basis;
- Non-prejudicial – no individual will be disadvantaged for raising a concern.

## **PART FOUR**

### **Complaints Procedure**

#### **4.1 Informal Stage**

Where possible, learners are encouraged to raise concerns informally with the relevant tutor, assessor, or staff member. Many issues can be resolved quickly through discussion and clarification.

#### **4.2 Formal Complaint**

If the issue is not resolved informally, a formal complaint may be submitted in writing to Vertex Learning Hub management. The complaint should include:

- The nature of the complaint;
- Relevant dates and details;
- Any supporting evidence.

#### **4.3 Investigation and Outcome**

- Complaints will be acknowledged promptly;
- An impartial investigation will be conducted;
- Outcomes will be communicated in writing;
- Where appropriate, actions for improvement will be identified.

## **PART FIVE**

### **Appeals Procedure**

#### **5.1 Grounds for Appeal**

Learners may appeal if they believe:

- Assessment procedures were not followed;
- Assessment decisions were inconsistent or unfair;
- Evidence was not properly considered;
- They were disadvantaged by maladministration.

#### **5.2 Submitting an Appeal**

- Appeals must be submitted in writing within a specified timeframe following the assessment decision;
- Appeals should clearly state the grounds and include supporting evidence.

### 5.3 Review and Outcome

- Appeals will be reviewed by an individual not involved in the original assessment decision;
- Assessment evidence and procedures will be reviewed;
- The outcome will be communicated in writing;
- Assessment decisions may be upheld, amended, or referred for reassessment.

## **PART SIX**

### **External Escalation**

If a learner remains dissatisfied following the completion of internal procedures, they may be advised of their right to escalate the matter to the relevant awarding organisation or CPD body, where applicable.

## **PART SEVEN**

### **Roles and Responsibilities**

#### 7.1 Director / Centre Lead

The Director or Centre Lead is responsible for:

- Ensuring this policy is implemented;
- Overseeing complaints and appeals;
- Ensuring fairness and compliance;
- Acting on systemic issues identified.

#### 7.2 Staff and Associates

Staff and associates are responsible for:

- Cooperating with investigations;
- Maintaining professionalism;
- Supporting fair resolution;
- Reflecting on outcomes for improvement.

#### 7.3 Learners

Learners are responsible for:

- Raising concerns appropriately;
- Providing accurate information;
- Engaging respectfully with procedures.

## **PART EIGHT**

### **Recording, Monitoring and Quality Improvement**

Vertex Learning Hub will:

- Maintain records of complaints and appeals;
- Monitor trends and outcomes;
- Use findings to inform quality assurance and improvement;
- Review procedures for effectiveness.

## **PART NINE**

### **Policy Review and Communication**

This policy will be:

- Communicated to all learners and staff;
- Made available on request;
- Reviewed annually;
- Updated in response to feedback, audit, or regulatory change.

Approved by Vertex Learning Hub Management

Signed: \_\_\_\_\_

(Director / Centre Lead)

Date: \_\_\_\_\_