Complaints & Appeals Policy

Version 1.0 · November 2026 · Next review: November 2027

1. Purpose

To provide a fair, transparent procedure for learners to raise concerns or complaints without fear of disadvantage.

2. Informal Stage — First Step

Learners are encouraged to raise concerns immediately with their instructor. Most issues are resolved within 3 working days.

3. Formal Stage — Step-by-Step

Step	Action	Timeline
1	Written complaint to Academy Director	Within 10 working days of issue arising
2	Director acknowledges and investigates	Within 5 working days of receipt
3	Written outcome response — findings and action	Within 15 working days of receipt
4	Appeal: if unsatisfied, learner may appeal in writing	Within 10 working days of receiving outcome
5	Independent review — Director or college partner representative	Within 15 working days of appeal
6	Final decision issued in writing	Within 5 working days of review completion

All complaints are treated confidentially. Records are kept securely, separate from the main learner file.

Signed (Academy Director): _____ Date: _____