



PROVEK
COMPLAINTS & APPEALS
POLICY

Document Control

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All Provek staff and associate trainers

Contact Details

Provek Ltd.

12 Thatcham Business Village

Colthrop Way

Thatcham

RG19 4LW

Tel 01635 524610

Fax 01635 524620

Email enquiries@provek.co.uk

Web www.provek.co.uk

Contents

- DOCUMENT CONTROL 1**
 - Document version history1
 - Next review date1
 - Document distribution1
 - Contact Details1
- CONTENTS 2**
- PROVEK COMPLAINTS AND APPEALS POLICY 3**
 - Provek's commitment to quality standards3
 - What is a complaint?3
 - How to make a complaint.....3
 - Appealing an exam result4
 - How to appeal a decision.....4
- PROVEK COMPLAINTS PROCEDURE 5**

Provek complaints and appeals policy

Provek's commitment to quality standards

- We seek to provide our clients with the best possible service across the whole range of our activities
- We aim to respond within two working days, to any complaints or issues raised by clients, students and employers, to resolve any difficulties informally and effectively
- We welcome feedback about the services we provide as it helps us to take remedial action and continually improve our standards of service
- We will monitor the types and numbers of complaints we receive to identify any problem areas. We may need to contact the complainant for further details, therefore we cannot and will not deal with anonymous complaints
- Full details of our quality standards can be found in our Quality Plan.

What is a complaint?

- A complaint arises when someone feels that an aspect of their learning, support service or training is unsatisfactory and should be investigated
- It is expected that many concerns can be resolved at the point at which they arise by the person directly concerned, overcoming the need to formally record a matter of complaint
- This policy is not intended for appeals against the decision of an independent assessment authority, or for matters related to unacceptable social behaviour by a member of staff or associate
- We will be responsible for ensuring that the complaints policy operates without fear of recrimination or retribution against the complainant.

How to make a complaint

- Contact the Provek office either by phone or email and ask to speak to the Operations Director who will:
 - Log the complaint in the Complaints & Issues log
 - Ensure as far as possible reasonable confidentiality is preserved in the investigation process
 - Ensure a full and fair investigation is conducted
 - Address all the points at issue and provide a response to the complaint
 - Respond to the complainant within 14 days, either to detail findings and any redress to be offered or outline the process for completion of the enquiry
- If the complaint is about the Operations Director, then the Managing Director will deal with it following the guidance detailed above.

Appealing an exam result

- If a learner wishes to appeal an exam result they should contact the office by email to state their request to appeal their result
- The office will direct the appeal:
 - in the first instance to the exam assessor who will verify that their results as submitted to the exam board are accurate. If the student is still not satisfied they can then request a review by the Operations Director who is responsible for internal quality assurance.
 - If the learner is still not happy with the response from Provek the Operations Director will direct the student to the relevant exam board to appeal direct. If a learner is not satisfied with the response from the appropriate examining body they may then appeal to the appropriate Qualification Regulator, e.g. Ofqual.

How to appeal a decision

- If the complainant is not satisfied with the outcome, they may request an independent review. A formal request for an independent review giving details of why they are not satisfied with the results of their complaint must be submitted in writing to the Company Chairman within 14 days of when they received notification of the outcome of the original complaint.

Provek complaints procedure

