Appeals and Complaints Policy

Feedback
South Wales Electrical Training Limited welcomes all comments, suggestions and feedback about our programmes, systems, staff, and associates, whether this is positive or negative. South Wales Electrical Training Limited takes feedback, complaints and appeals seriously and will investigate and provide a response promptly. South Wales Electrical Training Limited will use complaint and feedback data to improve our service to learners to identify trends and patterns to inform and support our quality assurance process and the quality of our programmes and services.

Complaints Process
Complaints are generally accepted to be concern or dissatisfaction relating to South Wales Electrical Training Limited customer service, systems and/or processes.

It is important that trust and goodwill is maintained between South Wales Electrical Training Limited and learners so that any concerns can be resolved quickly and promptly at an appropriate level. Many concerns can be dealt with informally by discussion and the formal complaint's procedure should be seen as a last resort if you feel your complaint is unresolved.

Appeals Process
Appeals may be made against a range of issues relating to assessment of South Wales Electrical Training Limited programmes:

- progression from one stage of a qualification programme to another
- assessment results – a decision made by the Assessor or Internal Verifier
- a decision to decline a request for a reasonable adjustment or special consideration
- a decision following an investigation into malpractice, maladministration, plagiarism and/or cheating

Appeals can be made regarding the results of any course at any level in a built environment:

- training delivery being below the expected standard
- assessments, examinations or tests conducted by South Wales Electrical Training Limited

If the matter in question is not about one of the topics noted above, the Complaints Process should be used.

The South Wales Electrical Training Limited Complaints and Appeals Procedures:

Although the Complaints procedure and Appeals procedure are different in as much as they are addressing different types of issue, both use an identical process in the way in which they are conducted. The procedure is therefore described here only once.

1. Appeals and Complaints should be referred to South Wales Electrical Training Limited in writing to info@swet.org.uk as soon as a learner wishes to lodge a Complaint or Appeal. The following information should be provided:

    - whether the matter is a Complaint or an Appeal.
    - name, signature, contact address and daytime contact number of the person raising the matter
    - date of complaint or appeal
    - details of the qualification being undertaken
    - detailed statement of the complaint or appeal and the reason for raising it
    - any documentary evidence to support the complaint or appeal
2. South Wales Electrical Training Limited will acknowledge the complaint or appeal within 5 days of receipt
3. South Wales Electrical Training Limited will appoint an independent investigator to investigate the issue with all parties (usually, but not necessarily, the Centre Manager). South Wales Electrical Training Limited may request further evidence or explanation which must be supplied promptly. Decisions will be based on evidence of facts provided.
4. South Wales Electrical Training Limited will inform the appellant of the progress of the investigation and aim to resolve the issues as quickly as possible.
5. South Wales Electrical Training Limited aim to resolve complaints and appeals within 30 days but if it takes longer South Wales Electrical Training Limited will explain why
6. Once South Wales Electrical Training Limited have completed the investigation, South Wales Electrical Training Limited will respond to the appellant with 10 days
7. Final decisions are formally notified to the South Wales Electrical Training Limited
8. If the complaint or appeal is upheld South Wales Electrical Training Limited will explain how the decision is justified based on the evidence
9. If the complaint or appeal is not upheld South Wales Electrical Training Limited will explain why the evidence does not justify the claim
10. South Wales Electrical Training Limited will explain the follow up action to be taken although this will vary according to the nature of the complaint or appeal
11. In the case of a learner not being satisfied once the South Wales Electrical Training Limited procedure has been exhausted, the learner can escalate the matter to the awarding body, following their published complaints and appeals process.
12. The awarding body's decision will be final.

The complaints and appeals procedure should not be deliberately misused or abused. If a complaint or appeal is found to be either frivolous or vexatious it will be dismissed and South Wales Electrical Training Limited will notify the reasons for the decision.

Learners without fear of being disadvantaged may raise legitimate concerns. However, a complaint or appeal can only be escalated to the awarding body (https://eal.org.uk/ or https://www.cityandguilds.com/ or https://www.netservices.org.uk/am2/) once South Wales Electrical Training Limited procedures have been followed properly.

An escalation of a complaint must relate to customer service, systems and/or processes that learners were led to believe would be provided or that they could reasonably expect to be provided. A complaint cannot be entertained where the subject is that an assessment decision is in question – this would more properly be dealt with under Appeals Process. However, the complaint might also have had a direct impact on the learning experience or achievement of the qualification, and should be taken in consideration with any Appeal.

A Complaint might include issues arising of:

- customer service
- unclear or misleading marketing information
- assessment, access to assessment and examinations
- equal opportunities
- registration
- certification

An Appeal may only be made against a range of issues relating to assessment of South Wales Electrical Training Limited programmes, such as:

- progression from one stage of a qualification programme to another
- assessment results – a decision made by the assessor and/or South Wales Electrical Training Limited – formative or final
- a decision to decline a request for a reasonable adjustment or special consideration
- a decision following an investigation into malpractice, maladministration, plagiarism – including the use of AI and/or cheating
- assessment, examinations or tests conducted by South Wales Electrical Training Limited

If the matter in question is not about one of the topics noted here, the Complaints process should be used.

South Wales Electrical Training Limited log, monitor and evaluate all complaints and appeals and report on these periodically through our normal governance committee structure. Learners are able to escalate their complaint/appeal to the relevant Regulatory Body if required.