



LIEA Qualifications Appeals and Complaints

Introduction

LiEA welcomes all feedback or comments about our performance as an organisation. We are committed to investigating all complaints raised in a fair and impartial manner, and where necessary take action to rectify the issue.

We are committed to delivering a high quality apprenticeship service which incorporates feedback from our apprentices and employers. We aim to settle complaints promptly, fairly and courteously.

This document sets out LIEA's policy and procedures for considering appeals and complaints about LIEA, including those in relation to Accredited Qualifications.

Scope of Appeals and Complaints

Our complaints policy and procedure covers complaints raised by an apprentice or their employer regarding any matter connected with LiEA apprenticeship provision.

This procedure is intended to ensure that any appeals or complaints received by LIEA are dealt with quickly, fairly and effectively. LIEA aims to resolve appeals and complaints promptly. However, these matters can be complex and may require scrutiny of extensive documentation. LIEA will aim to reach its final conclusion within three months of receiving the written appeal or complaint.

The Appeals and Complaints procedure may be used to:

- Raise issues / concerns about LiEA apprenticeship provision
- Appeal against a decision concerning LIEA Centre Qualification Approval
- Appeals against the outcome of an investigation into suspected malpractice
- Appeal by a Centre against the decision to decline its request for reasonable adjustment arrangements.
- Enquiry or Appeal by a candidate concerning exam results

LIEA will consider appeals or complaints from individual candidates or their advocates, groups of candidates or their representatives, or from a Centre or group of Centres.

Timescale for Appeals

Applications to appeal should be made as soon as possible and, at the latest, within **four weeks** of the date the decision is communicated to the centre or candidate. LIEA reserves the right to disregard appeals received after this time.

Procedure

Complaints

The following procedure will be used when a complaint is made to LiEA concerning apprenticeship provision.

Stage 1: Complaint Raised

Complaints should be raised with the relevant member of staff at the source of the complaint. LIEA will aim to resolve the issue informally at the earliest opportunity.



The member of staff involved will provide an acknowledgement of the complaint within two working days of receiving the complaint. A written outcome to the complainant will be delivered via email within 10 working days.

If the complainant is dissatisfied with the outcome, they may raise a formal complaint, the process for which is documented below.

Stage 2: Formal Complaints

In order to raise a formal complaint, complainants should document the details of their complaint and submit via email to the Quality Manager. The email should set out the details of the complaint in full, what they feel would be the appropriate resolution and should include any relevant supporting evidence.

LiEA Quality Manager will log the complaint on our internal complaints database. All complaints will be acknowledged within five working days.

The complaint will be forwarded to a LiEA manager who has not previously been involved with the complaint. The manager investigating will review all of the information submitted, meet with the relevant members of staff and discuss the complaint with the complainant where further information is required.

A written report will be issued by the investigating manager within a maximum of 20 working days from the date of receipt of the original complaint. If the complainant is not satisfied with the action taken, they may proceed to stage 3 of the complaints process documented below.

Stage 3: Independent Review

If a complainant is dissatisfied with the response provided by LiEA at stage 2 of the complaints procedure, the complaint can be escalated for further consideration by an independent reviewer.

The independent reviewer will not investigate the complaint unless substantial new evidence has been produced. The role of the independent reviewer is to ensure that LiEA has followed the appropriate procedures and has reached a reasonable conclusion.

Stage 4: Escalation

If the apprentice is dissatisfied with either the processing of the complaint or the response received regarding any aspect of LiEA apprenticeship provision, they have the right to escalate the complaint to the Education and Skills Funding Agency (ESFA).

Complaints, concerns or enquiries from LiEA apprentices can be escalated to the ESFA using the following contact details:

0800 015 0400 or 0247 682 6482
nationalhelpdesk@apprenticeship.gov.uk

Appeals

The following procedure will be used when an appeal or complaint is made to LIEA concerning LIEA Security Industry Qualifications. An appeal or complaint should be made in writing to the LIEA Officer although, where this presents difficulty, other means of communicating will be accepted.

Stage 1

The LIEA Officer or representative will acknowledge the appeal or complaint within five working days of receipt. S/he will also determine whether the matter falls within the scope of LIEA's remit



as outlined above. Where the appeal of complaint is not within its scope, the LIEA Officer or representative will write to the appellant/complainant giving the reasons why the appeal or complaint cannot be acted upon.

Stage 2

Within 15 working days the LIEA Officer or representative will seek:

- Relevant information and documentation from both the appellant/complainant and any other parties, for example, Skills for Security or a LIEA Quality Reviewer.

Within 10 working days of receiving the requested documentation, the LIEA Officer or representative will consider whether the evidence presented is sufficient to reach a decision. If it is not, further documentation may be requested from relevant parties, or further clarification from the complainant/appellant.

Once the LIEA Officer or representative is satisfied that all relevant documentation is present, s/he shall reach an initial conclusion on the matter and write to the complainant/appellant, providing a judgement on each point raised and referencing this judgement with relevant evidence. The initial conclusions will, if appropriate, identify any recommendation or implications of the outcome.

The appellant/complainant will be invited to comment on the factual accuracy of LIEA's initial conclusion within 10 working days.

The LIEA Officer or representative will consider any additional information provided before reaching a final conclusion. A final conclusion will be confirmed to the appellant/complainant within 10 working days.

Appeals - Independent Review

If the appeal is unresolved or if the appellant/complainant is dissatisfied with the decision s/he may request that the appeal of complaint be referred to the Managing Director of LIEA for review. If granted, the LIEA Managing Director will undertake the review and respond within *ten* working days. The decision of the LIEA Managing Director is final but centres of candidates are entitled to complain to the regulatory authorities.

In which case the appropriate Awarding body will be the final arbiter in any unresolved appeal disputes.

Outcomes of an Appeal

Where the outcome of an appeal against an exam result is such as to bring into question the accuracy or results of other candidates in the same assessment, LIEA will take appropriate steps to protect the interests of all Learners and the integrity of the qualification.