



Axia
Solutions

Policy:	Complaints and Appeals Procedure
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Approved by:	Victoria Harte
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An employer or learner may wish to make a complaint or appeal against a decision with regard to a service they receive from Axia Solutions. The procedure is designed to resolve any disputes as fairly and efficiently as possible.

Below is a 4 stage process that outlines the potential key points of the complaint/appeal process of which an abbreviated version is published on the Axia Solutions website.

<https://axia-solutions.co.uk/training-and-apprenticeships/policies>

The expectation is, in most cases, complaints and appeals will be resolved informally at stage 1 or formally at stage 2. If this is not achieved then there is contingency to progress a complaint further up the hierarchical chain.

Stage 1: Complaints or appeals may be notified by the complainant in writing or verbally and then recorded in writing by the Work Based Trainer (WBT) or Tutor and either resolved informally to the satisfaction of all parties or referred on to stage 2. An informal record of this is to be held in the learner file. If the complaint / appeal is referred to stage 2 the written record must be forwarded to the relevant Axia Line Manager.

Stage 2: The relevant Manager investigates the complaint or appeal upon receipt. Investigation will usually include discussion and interview with relevant parties that may include; the learner, WBT, Tutor or the employer contact. All records of investigation are maintained and stored in Axia central records. If the complaint involves dispute over an assessment of part or all of the qualification or End Point Assessment (EPA) decision, the investigating manager will ensure that the Assessment Appeals Procedure is followed and will consult with the relevant awarding body or EPA, where necessary, before a final judgment is made. Please see Appendix A for the Assessment Appeals Procedure at the end of this document.

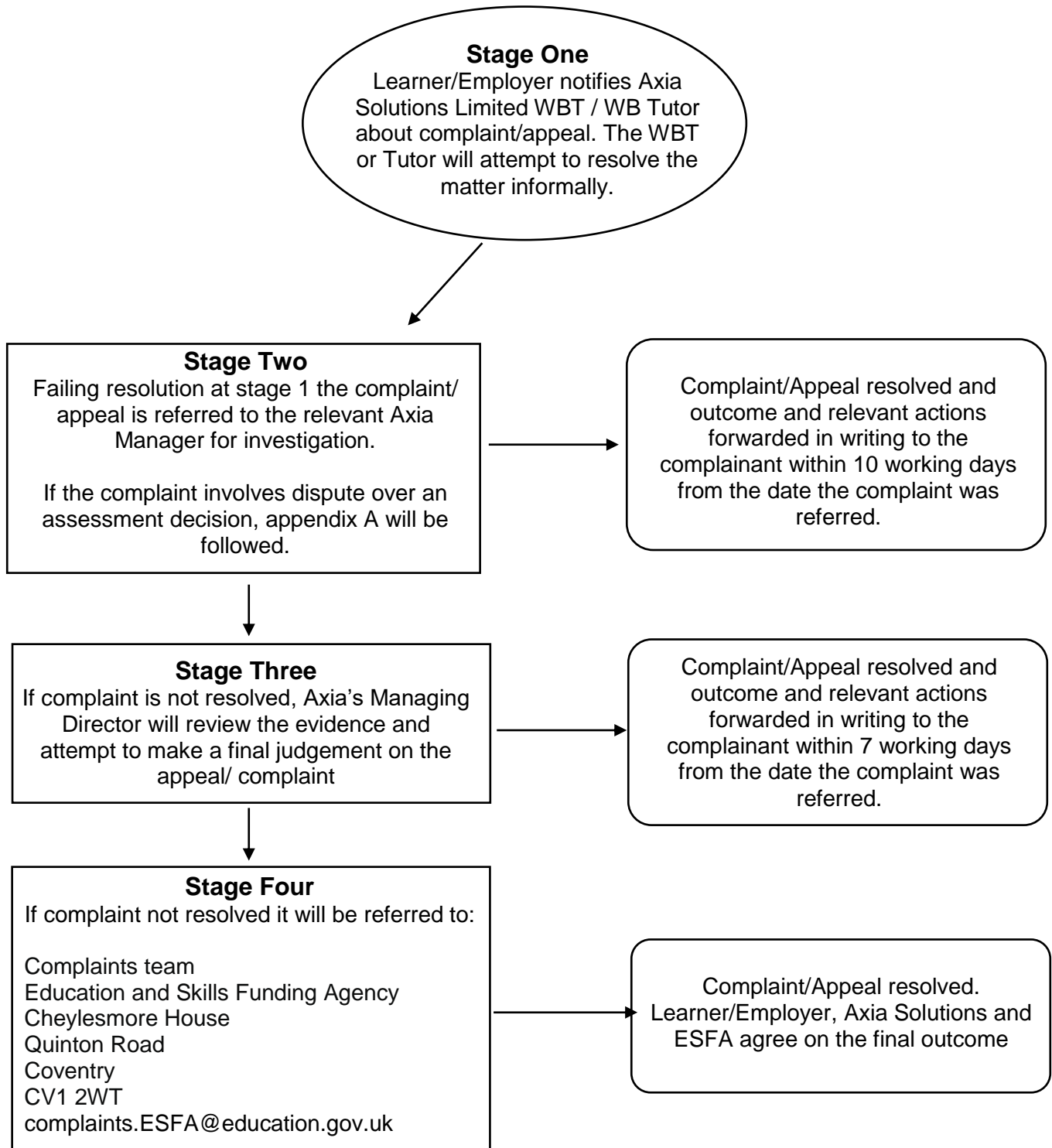
Upon collation and analysis of all evidence the investigating Manager makes a recommendation for action designed to resolve the issue. The complainant receives a copy of the report and actions to bring about a satisfactory resolution. Outcomes are monitored by the Manager.

Stage 3: In the event of the complainant not being satisfied with the outcome and recommendations at stage two there is an opportunity to appeal and have the complaint referred to the Director. The Director will examine all evidence and will make a final judgment on the complaint or appeal or call for further evidence if it is thought to be appropriate. The outcome and recommendations will be forwarded in writing to the relevant parties for action.

Stage 4: If the complainant is still not satisfied with the outcome they have the opportunity to request it is referred to the funding body, the ESFA, for final adjudication and resolution.

Reviewed annually by	
Director	Victoria Harte
Last Review Date	Jan 2024
Next Review Date	Jan 2025

Complaints and Appeals Procedure





APPENDIX A Assessment Appeals Procedure

ASSESSMENT APPEALS

Procedure

Candidates may from time to time wish to appeal against a decision of an assessor with regard to...

- their readiness for assessment
- the result of an assessment undertaken

The following procedure is designed to resolve any disputes as fairly and efficiently as possible.

APPEAL AGAINST ASSESSMENT DECISION

If a candidate wishes to appeal, the appeal should be lodged with the centre co-ordinator, within 10 working days of the candidate being notified of the assessment decision.

