

PQMS and each awarding organisation operates a complaints and appeals procedure should you feel that you have been unreasonably evaluated or mistreated in any way. The appeals procedure relates to any assessment decision that is made during your apprenticeship if you feel that this has been unfairly judged.

**The complaints procedure will follow the stages outlined below:**

1/ The complaint should be recorded in the first instance via our complaints department using the online form or your trainer/assessor. You will be required to provide as much information as possible regarding the complaint. Information should include:

- Your full name and contact details
- The company name
- Full details of the query/complaint

The complaints department will review your concerns and will aim to acknowledge receipt within 24 hours and provide an estimated timeframe for full investigation and response.

2/ If you remain unsatisfied then you can contact the Training Manager or Quality Manager at PQMS within 14 days of the stage 1 process. This step can also be invoked if you are not comfortable speaking with your trainer/assessor.

The Training Manager or Quality Manager will acknowledge receipt of the complaint within 10 working days and will outline the course of action to be taken. The Training Manager or Quality Manager will carry out an investigation, ensuring that all parties concerned are questioned and will respond to you in writing within 20 days of the complaint with the relevant findings.

3/ If you have followed stages 1 and 2 and remain dissatisfied with the outcome, then you have the right to take your complaint to the CEO and/or PQMS's Governing body.

**The Appeals procedure will follow the stages outlined below:**

The appeal should be made in the first instance to the trainer/assessor who made the original assessment decision. At this stage, a verbal appeal is acceptable although it is recommended that you put the appeal in writing. The trainer/assessor should explain their rationale for the decision that is being disputed and will be required to record an overview of the appeal and to respond within 24 hours of the appeal.

2/ If you remain unsatisfied then you can contact the IQA at PQMS within 14 days of the stage 1 process. This step can also be invoked if you are not comfortable speaking with your trainer/assessor.

The IQA will acknowledge receipt of the appeal within 10 working days and will outline the course of action to be taken. The IQA will carry out an investigation, ensuring that another appropriately qualified trainer/assessor and/or Internal Quality Assurer is involved in the review if required and will respond to you in writing within 20 days of the appeal with the findings and a decision as to whether the appeal was justified.

You will be required to provide as much information as possible regarding the disputed assessment decision. Information should include:

- The date and type of assessment
- The name of the trainer/assessor involved
- A brief outline of the reason for the appeal

3/ If you have followed stages 1 and 2 and remain dissatisfied with the outcome, then you have the right to take your appeal to the External Quality Assurer (EQA) at the relevant awarding organisation within 20 days of the communicated decision. In the first instance, if you would like to invoke stage 3, you should do so in writing to the CEO at PQMS. The awarding organisation should respond within 5 working days.

4/ If the EQA is still unable to satisfy your appeal, you can finally refer this to the regulatory authority, Ofqual, within 15 days of the final review decision.

**NB. If you are appealing about the End Point Assessment, then you will need to refer to the relevant awarding organisations appeals procedures**

This policy will be reviewed annually.

Signed off CEO  
Liam Minehane

