



COMPLAINTS & APPEALS PROCEDURE

AIM

This procedure describes how complaints and appeals are processed and how the associated responsibilities are allocated.

APPEALS PROCEDURE

The appeals procedure may be used by Greenway Training Ltd or candidates. Greenway Training Ltd can appeal against decisions or action points made by an external auditors. Candidates may appeal where they disagree with an assessment decision, or consider the assessment process was unfair, or wish to query a written test.

It is the policy that appeals against assessment decisions will be treated both fairly and openly. Greenway Training acknowledges the right of any candidate who has applied for training and or assessment to challenge the outcomes of their assessment if they consider that it has not been carried out correctly. All candidates /trainees will be made aware of the right to access the Greenway Training complaints procedure in our trading terms, and at induction.

COMPLAINTS PROCEDURE

Complaints may be made about any aspect of the service provided by Greenway Training Ltd, and its representatives, and can be made by Greenway Training Ltd, Instructors, Assessors, or candidates. If in the view of Greenway Training Ltd the complaint is purely an internal matter the correspondence will be copied to the relevant parties for comment and the action taken to resolve the matter. A log of complaints is made to make sure that appropriate action is taken.

RESPONSIBILITIES FOR BOTH COMPLAINTS AND APPEALS

1. Greenway Training will make all Candidates aware of their right to appeal against decisions made by Assessors. Greenway Training will make the Complaints and Appeals Summary and Notification Form available to all candidates upon request. (Appendix 1) All complaints and appeals must be made within 10 working days of the assessment or the incident
2. Greenway Training will aim to resolve all complaints and appeals in house initially in accordance with this policy. This does not preclude candidates from taking their complaint or appeal to the awarding organisation if they are dissatisfied with the in house outcome. This may be via Greenway Training or direct to the awarding organisation. In either case the Quality Assurance Officer/ Customer Services Officer must be contacted and will require that the complaint or appeal be confirmed in writing.
3. Only written complaints and appeals will be processed in accordance with this procedure. Copies of the awarding organisation appeals procedures are available from Greenway Training or from the relevant web site.
4. Greenway Training will log the initiation and progress of the complaints appeals on the form 11b
5. The Department Manager if necessary will (within 15 working days of receipt) appoint an appropriate investigating officer. The Greenway Training Ltd is responsible for payment of the investigating Officer.

6. The Department Manager will contact the plaintiff with the result and where necessary is responsible for negotiating resolution of complaints and appeals with the plaintiff and for signing off complaints and appeals Progress Log

PROCEDURE 11B: Candidate Complaint & Appeals Summary

If you wish to **APPEAL** against any decision made by the Assessor, or query a written test result please read the summary below.

Or if you wish to **MAKE A COMPLAINT** about any aspect of the service provided by Greenway Training Ltd, and or its representatives

1. Please discuss your concerns with the Assessor or Contact Department Manager at Greenway Training Ltd.
2. If not satisfied you can request a full copy of the Greenway Training Complaints and Appeals procedures.
3. Your Complaint/Appeal must now be lodged in writing. Please complete the Complaints and Appeals Notification Form appendix 1 or 2 (please retain a copy for your own records) and return to: Charlotte Boole, Greenway Training Ltd, Thickthorn Farm, Preston, Wiltshire SN4 7PP
4. The Centre is committed to processing your complaint or appeal and informing you of the outcome within a maximum of 55 working days. The actual time will depend on the nature of the complaint or appeal.
5. There may be a charge for processing a complaint or appeal by Candidates.
6. If you are still not satisfied with the outcome of your complaint or appeal you have a second line of recourse to the relevant Awarding Organisation. - NPTC. Lantra-Awards.
7. You may request from Greenway Training or from the appropriate awarding organisation direct a copy of their complaints and appeals procedure.
8. As before your complaint or appeal must be in writing. If you have retained a copy of the completed Complaints and Appeals Notification Form, please send this to the address below:-

FOR NPTC

The Quality Assurance Officer
City & Guilds NPTC, NAC, Stoneleigh, Warwickshire, CV8 2LG

FOR LANTRA AWARDS

Customer Services Manager
Lantra Awards, Lantra House, NAC, Kenilworth, Warwickshire CV8 2LG

This policy shall be the subject of a three year review cycle or as necessary.

DISPUTES & APPEALS PROCEDURES

Reviewed November 2025

Appendix 1

COMPLAINT FORM

Greenway Training Ltd

Name:.....

Greenway Training Ltd

Address:.....

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Instructor/Assessor

Name:.....

Candidate/Trainee

Name:.....

This complaint is from:

.....

The complaint is about;.....

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Please attach a written account giving full details of the complaint, and return to Greenway Training, Thickthorn Farm, Lynham, Wiltshire SN15 4DY

Appendix 2

APPEAL FORM

Greenway Training Ltd

Name:.....

Greenway Training Ltd

Address:.....

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Instructor/Assessor

Name:.....

Candidate/ Trainee

Name:.....

This appeal is from :

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The appeal is about;

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Please attach a written account giving full details of the appeal, and return to Greenway Training Ltd, Thickthorn Farm, Lyneham, Wiltshire SN15 4DY