



**PQMS Limited**

Sole End Industrial Estate  
Astley Lane, Bedworth  
CV12 0NE  
Phone: 02476316789  
[www.pqmstraining.co.uk](http://www.pqmstraining.co.uk)

Date of issue: 1.12.2018  
Review date: 1.12.2019  
Version 2. (Public)

## **APPEALS AND COMPLAINTS PROCEDURES**

The following sets out the appeals procedure for PQMS. This procedure covers the process for raising appeals against an academic decision that has been made once a discussion has taken place with the Assessor/Tutor and either are still not satisfied or if not given a response within 12 working days.

Should a learner feel that proper process has not been followed or that the academic decision was not made in accordance with the programme of learning procedures then they may appeal to the lead Internal Quality Assurer – Laura Jones via one of the following methods:

Telephone: 024 7631 6789

E-mail: [Laura@pqms.ie](mailto:Laura@pqms.ie)

Write to: Laura Jones, PQMS, Sole End Farm Industrial Estate, Astley Ln. Bedworth, Nuneaton, CV12 0NE

Examples of areas where an appeal may be raised are as follows:

- If the learner believes that PQMS has not applied our procedures consistently or that procedures were not followed properly, consistently and fairly;
- If the learner is not satisfied with the conduct of the assessment and believed it disadvantaged them; and
- If the learner feels that the premises/environment for assessment has disadvantaged them.
- If a learner wishes to appeal against the decision of accepting prior achievement certificates.

Should a learner wish to complain against a decision made after an appeal has been investigated then please refer to our Complaints Procedure. Please also use this for none assessment complaints.

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your appeal (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far;
- Copies of any papers or letters to do with the appeal; and
- Any other factors for consideration such as any extenuating circumstances that the learner either did not address at the time or believes that were raised but were not taken into consideration when the decision was made.

Appeals will be investigated, and a review panel may be formed to reach a decision. We aim to investigate and respond to appeals within 6 working days.

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal appeals procedure then please contact the Awarding Organisation directly.

This information will be given to you at the beginning of your qualification but can be supplied by the Lead Internal quality assurer.

Should you address your appeal to the Awarding body and remain unhappy with the outcome you may then raise your appeal to the relevant qualification regulator. Either a representative of PQMS or the



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awarding body will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.

Or if they should have a complaint about any other issues, then the following procedure should also be adopted.

**Complaints Procedure**

A complaint is an expression of dissatisfaction concerning PQMS. PQMS takes all complaints extremely seriously and all staff are trained and committed to rectify any problem as soon as it is brought to their attention. Please note that all communication regarding a complaint or appeal will be dealt with, in the strictest of confidence and only shared by those people who are authorised to deal with the incident

It is recognised that a customer who has a complaint dealt with to their complete satisfaction is likely to become a repeat customer. Therefore, we ask that if you are dissatisfied with the service you have received that you bring this to our attention as soon as possible by speaking to your course Tutor/Assessor/IQA in the first instance.

Should this fail to provide you with a satisfactory resolution, or you feel it is inappropriate to address your complaint to the Tutor/Assessor/IQA, then please contact the Manager – Karl Strugnell via one of the following options:

Telephone 024 7631 6789

E-mail: [Karl@pqms.ie](mailto:Karl@pqms.ie)

Write to: Karl Strugnell, PQMS, Sole End Farm Industrial Estate, Astley Ln. Bedworth, Nuneaton, CV12 0NE

When you contact us, please give us your full name, contact details, and include a daytime telephone number along with:

- A full description of your complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

PQMS ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Manager will investigate your complaint and respond to you within 6 working days.

**Appealing after an initial complaint has been raised**

In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Chief Executive Officer, Liam Minehane. Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far. The Chief Executive Officer will investigate in full and respond to you within 10 days.

The Chief Executive Officer can be contacted on:

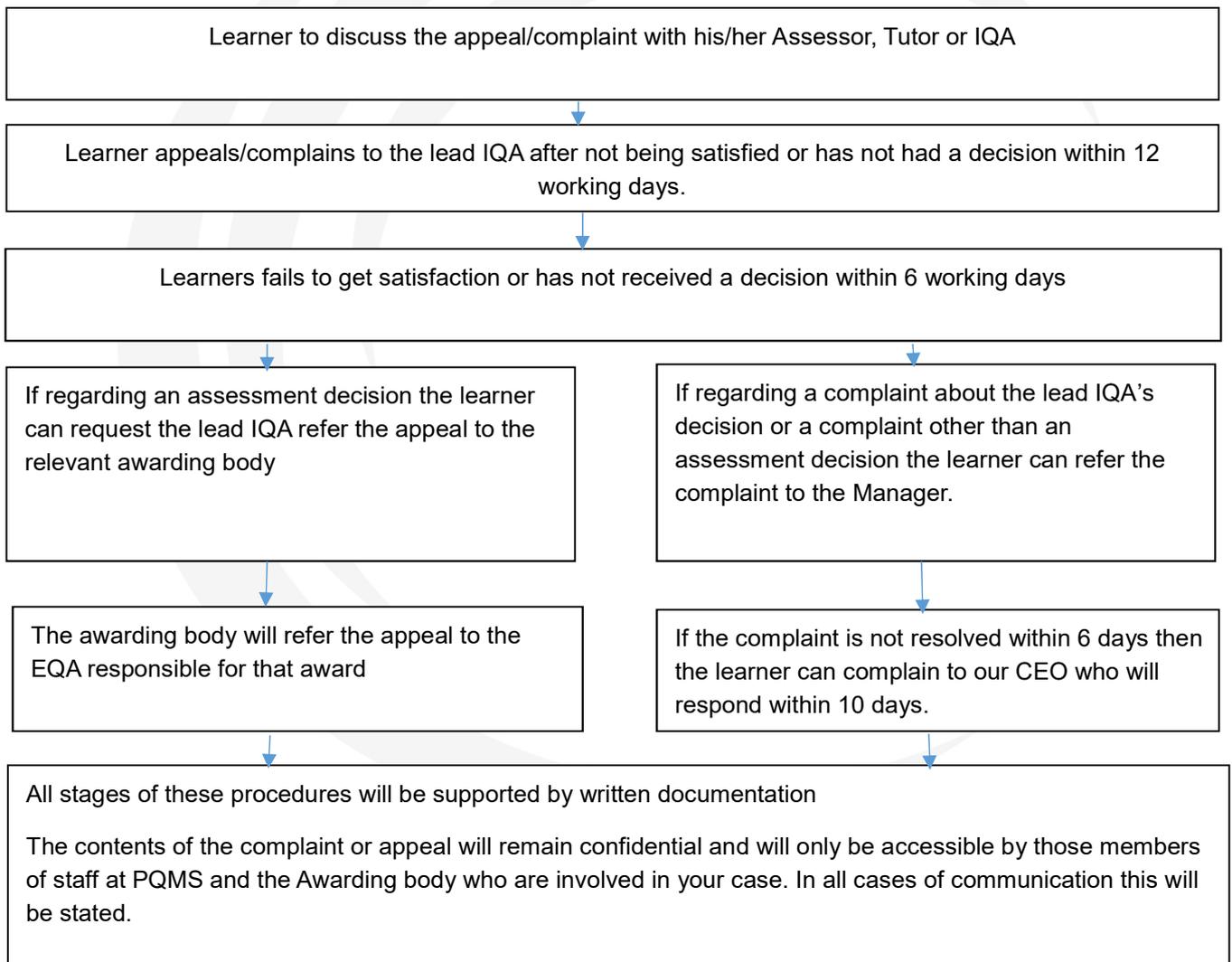
E-mail: [liam@pqms.ie](mailto:liam@pqms.ie)

Write to: Liam Minehane PQMS, Sole End Farm Industrial Estate, Astley Ln. Bedworth, Nuneaton, CV12 0NE

This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure then please contact the Awarding Organisation directly. This information will be given to you at the beginning of your qualification but can be supplied by the Lead Internal quality assurer.

Should you address your appeal to the Awarding body and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of PQMS or the awarding body will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details

### COMPLAINTS / APPEALS PROCEDURES





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**If the above does not resolve to learner's satisfaction it can be appealed to the Awarding body and regulator.**

**Please send any internal appeals or complaints to:**

**Karl Strugnell  
PQMS  
Sole End Farm Industrial Estate,  
Astley Ln. Bedworth, Nuneaton, CV12 0NE  
Tel: 024 7631 6789  
E-Mail: [karl@pqms.ie](mailto:karl@pqms.ie)**

I have read and understood Learner Appeals Procedure.

Learner Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Assessor Signature: \_\_\_\_\_ Date: \_\_\_\_\_