Appeals and complaints procedure

Appeals and complaints officer: Paul Quinn paul@beyondthephysical.co.uk

*please note that should the appeal be against Paul Quinn communication should be made to Steve Waide steve@beyondthephysical.co.uk

Policy Location: https://beyondthephysical.co.uk/policies/

We take the integrity of our qualifications very seriously and review all feedback we receive about our assessment processes and delivery. Where an issue is identified with an aspect of delivery, procedure or assessment, we work with our assessors and tutors to ensure that no learners are unfairly advantaged or disadvantaged and that our professional standards are not being compromised.

A complaint is an expression of concern or dissatisfaction with the services provided or action taken by Beyond the Physical. For example;
- Beyond the Physical is deemed by a learner to have not provided the service that they had agreed via the service level agreement or course agreement.
- Professional conduct is deemed by a learner to not be of a satisfactory standard.

An Appeal is in reference to a decision taken by the centre regarding a learners qualification. For example:
- A learner is deemed by the assessor to 'not yet be competent' and the learner does not agree.
- A learner is removed from a course due to poor conduct and the learner disagrees with the decision

If learners have any concerns with regards to their individual assessments or course delivery then the following procedure should be followed:

• Stage One

Where possible learners are encouraged to discuss with the Beyond the Physical course leader/assessor, explaining the reason for your concerns or why you wish to appeal against a decision. The assessor is expected to log the concerns and discuss with the learner in a professional manner.

To make the complaint formal the learner should email info@beyondthephysical.co.uk

All members of Beyond the Physical staff are expected to be able to make all necessary documentation and evidence available for any investigations. Complaints should be logged by the complaints officer, kept on file and shared with at least one Director. Complaints concerning the complaints officer should be referred to the next most senior member of staff.

In all instances of appeals the learner should email the assessor who will at this point log why the learner wants to appeal and notify the complaints officer. The assessor, after considering your explanation, and discussing with the complaints officer will provide a response with a clear explanation of the decision taken. If the learner remains dissatisfied with the outcome they should proceed to the next stage.

- **Stage two**

The learner must appeal in writing, addressing their reasons for appeal, to the Complaints officer who will address the issue. The complaints officer will consider the reason for the appeal and the response of the course leader/assessor. A decision will be given to the learner within 5 working days of the concern being received. If the learner remains dissatisfied and wishes to proceed the next stage the complaints officer must record the appeal. If at stage two the assessor disagrees with the decision then he/she has the right to appeal and stage three occurs.

- **Stage three**

The assessor will forward relevant details to the complaints officer who must convene, within 10 working days, a panel comprising him/her self, the assessor, the learner (or appropriate representative (if requested) and an independent suitably qualified professional. The Complaints officer must make a decision and inform all the parties within five working days of the Appeals Panel meeting. Records of all appeals are to be kept and made available to the examination board.

If after exhausting the internal appeals process, the complainant feels that the complaint has not been dealt with fairly or in compliance with this policy and associated procedure they have the option to refer their complaint to 1st4Sport by using the relevant form on https://www.1st4sportqualifications.com/content-page/policies-procedures/
This must be completed with 25 days of the centre decisions and submitted to imanagement@1st4sportqualifications.com

Date policy last reviewed: 8th August 2024