



Appeal and Complaint Policy

Equal Opportunities Policy Statement

MTC learning fully supports the principle of equal opportunities and is committed to equality of opportunity in all of its activities. MTC learning's commitment to equality of opportunity applies to all regardless of race, ethnic origin, disability, nationality, gender, age, religion, sexual orientation, marital status and social class.

The company is fully committed to ensuring that access to all its services is available to all qualifying learners. It will strive to meet the diverse needs of the community as a whole.

The MTC learning Commitment

Every employee and learner is entitled to a working environment which promotes respect for all. No form of bullying, or harassment will be tolerated

Discrimination, whether direct or indirect in nature, will not be accepted in any form and allegations of the same will be treated very seriously.

Anyone who feels they have been unfairly treated should follow the company's Complaints Procedure.

Breaches of the company's equal opportunities policy will be regarded as misconduct and could lead to disciplinary proceedings.

The policy is fully supported by senior management.

The Executive Director of MTC learning is ultimately responsible for ensuring equality of opportunity for all the company's learners.

The policy will be reviewed and monitored annually.

All staff will undertake training regularly.

Everyone is different and has something to offer. All learners will be treated fairly and equally. All will be supported and encouraged to develop to their full potential. Diversity is about recognising differences and valuing them.

Genuine equal opportunities in every workplace and training area require a commitment to the policy from everyone, staff and learners alike. Commitment to equal opportunities in the workplace is good management practice and makes sound business sense.

MTC learning accepts the statutory requirements laid down in legislation that makes it unlawful for an employer or employee (trainee) to discriminate or to treat an individual differently on the ground of. The company will fully comply with all laws and directives and its Equal Opportunities policy will be implemented within the framework of the following:

- Equal Pay Act 1970 (Equal Value Amendment 1984)
- Rehabilitation of Offenders Act 1974
- Sex Discrimination Act 1975 (Gender Reassignment Regulations 1999)
- The Race Relations Act 1976 (amendment) Regulations 2003
- The Disability Discrimination Act 1995 (amendment) Regulations 2003
- The Protection from Harassment Act 1997
- The Human Rights Act 1998
- The Data Protection Act 1998
- The Special Educational Needs and Disability Act 2001
- The Employment Equality (sexual orientation) Regulations 2003
- The Employment Equality (religion or belief) Regulations 2003

Complaints Procedure

How we deal with complaints

We want to help you resolve your complaint as quickly as possible.

Let us know if you are unhappy about:

- A decision we have made
- Any aspect of our work
- A member of our staff providing incorrect information or treating you unprofessionally.

If you are concerned about a policy issue, including its impact on you, we will reply to you providing information and an explanation. Where appropriate we will provide you with local contact details and sources of further information.

We aim to answer your enquiry fully. If we fail to do this please let us know and we will try and add to our original reply.

If your concern falls outside of MTC learning's range of responsibilities, we will forward your complaint to the right person as quickly as possible.

Making a complaint

There are a number of ways you can contact the Company to make a complaint.

By telephone

Please contact our Head Office and ask for Adel Bellalem on 020 8556 3775.

Lines open from 9.00am to 5.00pm Monday to Friday, excluding Bank Holidays.

We will try to resolve telephone complaints on the spot.

By email

Send complaints to:

- adel@mtclearning.org

By post

Write to:

Adel Bellalem

MTC Learning

1st Floor Alison House

638 High Road Leytonstone

London

E11 3DA

MTC learning complaints procedure

The complaints procedure has four stages:

Dealing with your complaint immediately

Our aim is to resolve complaints on the spot, so if you know which centre, section is responsible for the service you are concerned about, or the name or title of the appropriate member of staff, please make your complaint directly.

If you do not have this information, please contact the Head office (020 8556 3775). We will either direct you to the right person or take a note of your complaint and pass it to him or her. We will usually do this within 24 hours.

Formal complaint

If you are not happy with the response to your complaint please ask that your complaint is sent to Head of Complaints, who will reply within 20 days or write to let you know why this cannot be done and agree a new deadline with you.

Independent review

If you are not satisfied with the response from the Head of Complaints, you have the right to take your complaint to the Board of Trustees.

In some circumstances it may be helpful to refer your complaint to someone independent who has relevant knowledge and expertise, and is able to review your complaint and the way we have handled it. We will discuss this option with you and agree the best way forward.

Funding Body

If you remain unhappy with the company's actions, you may ask the funding body to investigate your complaint and the way it has been handled. Details of the funding body for you particular course can be provided on request.

Candidate Appeals Procedures

All candidates have the right to make an appeal to MTC Learning if there is concern about their assessments.

- i) The Candidate must first contact MTC Learning within two weeks of the assessment giving reason for their dissatisfaction with the process.
- ii) MTC Learning will then contact the practice assessor to obtain further information about the particular assessment.
- iii) The internal verifier will be contacted and asked to analyse the assessment, and provide advice. An independent assessor may be asked to re-assess the student.
- iv) Where resolution cannot be achieved, MTC Learning would ask the City & Guilds External Verifier for advice.
- v) MTC Learning will advise the candidate of the outcome of his/her appeal in writing within two weeks of the receipt of the appeal
- vi) Finally, if that is not satisfactory, the candidate may appeal to the City and guilds in accordance with the appeal procedure described in the City & Guilds Handbook for Approved Centres.

Similarly, all assessors have the right to make any appeal if there is a concern about the internal verification process.

- a) The assessor must first contact MTC Learning within two weeks of the IV report giving reason for their dissatisfaction with the process.
- b) MTC Learning will then contact the IV to obtain further information about the particular assessment.
- c) The Head of Centre will be asked to analyse the verification report, and provide advice. An independent Internal Verifier may be asked to re-assess the student.
- d) Where resolution cannot be achieved, MTC Learning would ask City & Guilds External Verifier for advice.
- e) MTC Learning will advise the assessor of the outcome of his/her appeal in writing within two weeks of the receipt of the appeal
- f) Finally, if that is not satisfactory, the assessor may appeal to City & Guilds in accordance with the appeal procedure described in the City & Guilds Centre Handbook.

CANDIDATE APPEALS PROCEDURE

Are you happy 😊 with your assessment?



If not 😞👉 Stage 1

Fill in  an Appeal Form and give to your Assessor

Are you happy 😊 now?



If not 😞👉 Stage 2

Sign  your Appeal Form and we will give it to your IQA

Are you happy 😊 now?



If not 😞👉 Stage 3

Sign  your Appeal Form and we will give it to your EQA

Are you happy 😊 now?



If not 😞👉 Stage 4

Sign  your Appeal Form and we will give it to City & Guilds

MTC Learning Candidate Appeals Form

Stage 1 – Initial Appeal

Candidate Name:

Assessor Name:

Date of Appeal:

Nature of Appeal:

Appeal Decision

Is the appeal resolved to the satisfaction of the candidate? Yes No

If no, this appeal must be reviewed by the Internal Quality Assurer

Candidate Signature

Assessor Signature

Date:

Date:

Stage 2 – Internal Quality Assurer Review

Internal Quality Assurer Name:

Date of Review:

Outcome of review:

Is the appeal resolved to the satisfaction of the candidate? Yes No

If no, this appeal must be reviewed by the External Quality Assurer

Candidate Signature:

IQA Signature:

Date:

Date:

Stage 3 – External Quality Assurer Review

External Quality Assurer Name:	
Date of Review:	
Outcome of review:	
Is the appeal resolved to the satisfaction of the candidate? Yes <input type="checkbox"/> No <input type="checkbox"/>	
If no, this appeal must be reviewed by the Awarding Body Appeal Panel	
Candidate Signature:	EQA Signature:
Date:	Date:

Stage 4 – Awarding Body Appeal Panel

Date of Appeal:

Outcome of Appeal:

Candidate Signature:

Date:

City & Guilds Authorised Person Signature:

Date: