



# London Education Management

## Appeals Policy

London Education Management (LEM) is a progressive training organisation providing mandatory training to a range of qualifications.

At London Education Management (LEM) we are committed to providing high quality training and qualifications, and to ensuring that equality of opportunity underpins all aspects of our work.

This policy relates to complaints that our customers, students and suppliers may have about our organisation and sets out our formal procedure for dealing with such complaints.

It is important that all appeals are raised directly with London Education Management (LEM)

Our appeals policy is a four stage process, each process is detailed below, most complaints will be resolved to a satisfactory standard at stage one.

If the complaint is not resolved at stage one then it should be escalated to stage two and if not resolved again it should be escalated to stage three, finally if not resolved at the third stage the final stage should be used.

### Stage one:

- Complaint is raised directly with the assessor conducting the assessment, who will deal with the concern/complaint at the time that it is raised.
- The usual course of action would be for the candidate to repeat the assessment.

### Stage two:

- If the candidate is still not happy with the outcome of the second assessment they should raise this as soon as possible with the course tutor or centre manager, details of the centre manager are provided here:
- Head of Studies, London Education Management (LEM), 44, Broadway, Stratford, London, E15 1XH, 0208 191 0081, [info@londonem.co.uk](mailto:info@londonem.co.uk)
- We will aim to resolve all complaints within 10 working days in writing.

### Stage three:

- Only if the candidate is still not happy with the outcome from the training centre can they refer their appeal to awarding body, who will carry out an investigation into the complaint and will contact the complainant with the results of their investigation.

Stage four:

- Stage four is the final stage of the appeal, if your appeal has not been resolved, you can take your appeal to Ofqual, CCEA regulation or QiW using their appeals procedure, however, you must have exhausted all options above. You can make us aware of your complaint by letter, phone or email.

### **Office of Qualifications and Examinations Regulation**

Earlsdon Park,  
53-55 Butts Road,  
Coventry, CV1 3BH

**Telephone:** 0300 303 3346

(Lines are open Monday to Friday, 9.00am to 5.00pm)

**Text phone:** 0300 303 3345, **Fax:** 0300 303 3348, **Email:** [info@ofqual.gov.uk](mailto:info@ofqual.gov.uk)

### **Qualifications Wales**

Q2 Building, Pencarn Lane  
Imperial Park, Coedkernew  
Newport, NP10 8AR

**Email:** [contact@qualificationswales.org](mailto:contact@qualificationswales.org)

**Policy:** <http://qualificationswales.org/media/1444/281015-reg-complaints-awarding-bodies.pdf>

### **CCEA Regulation**

Marisa Getgood (*Complaints coordinator*)

CCEA

29 Clarendon Road

Clarendon Dock

Belfast BT1 3BG

**Email:** [mgetgood@ccea.org.uk](mailto:mgetgood@ccea.org.uk)

**Telephone:** +44 (0)2890 261407

**Fax:** +44 (0)2890 261234

**Text Phone:** (0)2890 242063

You need to provide regulators with the following information:

- What the complaint is about
- Your full name and candidate number (if you have one)
- The training provider's name and number
- The name of the awarding organisation or exam board
- The qualification or unit title and code number
- Copies of any relevant supporting documents.

Ofqual promise to:

- acknowledge receipt of your complaint within two working days of receiving it
- give you a full response within 30 working days.

London Education Management (LEM) will keep a written record of all appeals made and the outcomes, this will be made available to any inspectors or other organisations that conduct Quality Assurance based audits.

Our primary is to provide high quality customer focused training and qualifications; therefore, we aim to have very few appeals to our decisions and certainly aim to resolve any appeals within our company.

<b>This policy was reviewed and adopted by</b>	<b>LEM Senior Management Team (SMT)</b>
<b>Review Date</b>	<b>June 2020</b>
<b>Next Review Date</b>	<b>June 2021</b>
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