

HUMANISE SOLUTIONS

Elevating People · Official Policy (Effective 1 January 2026)

Appeals and Complaints Procedure

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Approved by	Scott Ward (CEO)
Policy owner	CEO

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CITY & GUILDS ASSURED ALIGNMENT

Fair, transparent handling of appeals and complaints is part of the learner journey and quality framework expected of City & Guilds Assured provision. All appeals and complaints are recorded, analysed for themes and used to inform internal quality assurance and continuous improvement.

1. Introduction and principles

Humanise Solutions Ltd is committed to providing high-quality education and training. We recognise that there may be occasions when a learner wishes to appeal a decision or make a complaint about an aspect of our services. This procedure ensures that all such matters are handled fairly, consistently, promptly and confidentially.

Our handling of appeals and complaints is built on the principles of accessibility (the process is easy to find and use), fairness and impartiality, timeliness, confidentiality, support for the person raising the matter, and learning from outcomes to improve our provision. Raising a concern will never disadvantage the learner or the service they receive.

2. Definitions

Appeal	A request to review a decision, including a decision not to confirm completion or recognition.
Complaint	An expression of dissatisfaction about the standard of service, delivery, conduct or experience.
Informal resolution	Early, direct resolution of a concern without invoking the formal process.

3. Grounds for appeal or complaint

- Appeals may be made against decisions (including a decision not to confirm completion or recognition) on the grounds of procedural error, bias, or a misunderstanding or misapplication of the criteria.
- Complaints may relate to programme delivery, the conduct or behaviour of a staff member, resource availability, accessibility, or any other matter affecting the quality of education and the learner experience.

4. Informal resolution

Many concerns can be resolved quickly and informally. We encourage learners, in the first instance, to discuss the matter directly with their facilitator or a relevant staff member, or to email contact@humanisesolutions.com, so that any misunderstanding can be clarified and resolved. If the learner is not comfortable raising the matter directly, or the matter is not resolved informally, they may proceed to the formal process set out below. There is no requirement to attempt informal resolution before making a formal complaint.

5. Formal complaints procedure

- Step 1 – Submission: the learner submits the complaint in writing to the Programme Director, Scott Ward (contact@humanisesolutions.com), normally within 28 days of the issue arising, setting out the nature of the complaint, any individuals involved and the resolution sought.
- Step 2 – Acknowledgement: we acknowledge receipt in writing within 3 working days, confirming who will handle the complaint and the expected timescale.
- Step 3 – Investigation: a designated member of our team investigates proportionately, which may include discussion with the learner and relevant staff and review of records. The investigation is normally completed within 15 working days; if more time is needed, the learner is informed in writing of the reason and the revised timescale.
- Step 4 – Response: we provide a written response setting out our findings, the conclusion reached, any actions taken or proposed, and how to escalate if the learner remains dissatisfied.

6. Formal appeals process

- Step 1 – Submission: the learner submits the appeal in writing to the Programme Director, Scott Ward, normally within 14 days of receiving the decision, stating the grounds and including any supporting evidence.
- Step 2 – Review: the Programme Director reviews the appeal and may convene an Appeals Panel of appropriately independent members to ensure a fair evaluation. The learner may be invited to a meeting and has the right to be accompanied by a supporter or representative; reasonable adjustments are made on request.
- Step 3 – Decision: a decision is made within 14 days of receiving the appeal and confirmed to the learner in writing, including the reasons for the decision and any actions taken.

7. Escalation and independent review

Because the Programme Director is also the CEO, escalations are handled independently of the original decision-maker. If a learner remains dissatisfied with the outcome, they may request a review by a Director or the Executive Leadership Team (who were not involved in the original decision) by emailing contact@humanisesolutions.com or calling 01926 754 164; a final decision is normally provided within a further 14 days. Where relevant, learners may also escalate to an external body, such as an awarding organisation or relevant ombudsman; information on external routes is provided on request.

8. Support, accessibility and reasonable adjustments

We make this procedure accessible to all learners. We provide support to help a learner make and pursue an appeal or complaint, including reasonable adjustments (for example alternative formats or additional time), the right to be accompanied, and signposting to independent advice where appropriate. The Code of Conduct for Learners and programme materials explain how to raise a concern.

9. Unreasonable or vexatious behaviour

We treat all complaints seriously. In the rare event that a complaint is pursued in a manner that is unreasonable, abusive or vexatious, we may place proportionate restrictions on contact while still ensuring the substance of any genuine concern is considered fairly. Knowingly false or malicious allegations may be addressed under the relevant policy.

10. Confidentiality and data protection

All appeals and complaints are handled with sensitivity and confidentiality. Information is shared only with those involved in the investigation and decision, and personal data is processed in line with our Data Protection Policy and the UK GDPR. Records are stored securely.

11. Recording, monitoring and continuous improvement

We maintain a secure, central log of all appeals and complaints, including the nature of the matter, key dates, the outcome and any actions taken. Themes and trends are reviewed

regularly and at quarterly quality meetings, and feed our internal quality assurance and Continuous Improvement Plan so that recurring issues are addressed at source.

12. Roles and responsibilities

- Programme Director (Scott Ward): receipt, oversight and decision-making on appeals and complaints, and convening panels where needed.
- Investigating officer: proportionate, impartial investigation and timely response.
- Directors / Executive Leadership Team: independent review at escalation stage.
- All staff: supporting learners to raise concerns and cooperating with investigations.

13. Related documents and review

This procedure should be read alongside the Code of Conduct for Learners, the Safeguarding Policy, the Disciplinary and Grievance Procedures Statement, the Equality, Diversity and Inclusion Policy and the Data Protection Policy. It is reviewed annually, or sooner if contractual, legislative or operational requirements change.