

## Siamo Training – Complaints and Appeals Procedure

**A complaint is an expression of dissatisfaction, whether justified or not.**

**The details included in this procedure are included in all client inductions. All policies are accessible to you via your e-portfolio platform.**

At Siamo Training, we endeavour to give the best service possible. However, if you have a complaint about our service or our team, please follow the below procedure:

### Complaints Procedure:

To make a complaint:

- Inform your Trainer or your Wellbeing Officer of the complaint (If the issue is regarding your trainer or Wellbeing Officer, or you do not feel comfortable with raising the issue with them, then please contact **Melissa Hope, Apprenticeship Director** – 07834 271659, [m.hope@siamogroup.com](mailto:m.hope@siamogroup.com))

Melissa will acknowledge your concern within 3 working days, arrange to speak to you or meet with you in person - where details of your complaint will be taken, and then investigated and a full response provided within 10 working days.

If you are not happy with the decision or outcome made, then please contact:

Alexander Hope – Director of Training, 07500 955689, [a.hope@siamogroup.com](mailto:a.hope@siamogroup.com)

Alexander will arrange to speak to you or meet up with you in person, investigate and respond to your concern within 5 working days.

### To raise a Grievance

We recognise that from time to time you may wish to raise issues relating to your programme and service or discuss matters that are causing personal concern. It is our policy to encourage free communication between our learners and Siamo Training staff to ensure that any problem or issue arising during your programme can be resolved as fairly as possible, as soon as possible.

#### Informal

To achieve a speedy resolution of any problem or issue that you may have, you should start by having an informal discussion with your allocated Trainer or Wellbeing Officer. Having an informal discussion can quite often solve the problem. Should your grievance concern your support coach then the matter should be raised with

Melissa Hope, Head of Apprenticeships 07834 271659 [m.hope@siamogroup.com](mailto:m.hope@siamogroup.com)

## Step 1

If the matter cannot be resolved by informal discussion or if you are not satisfied with the outcome of the informal discussion, then you must inform Melissa Hope that you wish to take the matter further and submit a formal written grievance within 14 days. You should try to explain fully the nature of your complaint and send the written grievance to Melissa. Where you are unable to formulate a written grievance due to a disability you should see a member of senior staff who will assist you.

## Step 2

Every effort will be made to resolve your grievance at a formal hearing within 7 days. At the hearing, you have the right to be accompanied by a friend, a colleague, or a Trade Union representative.

All grievance proceedings and records will be kept confidential.

You will receive the outcome of the hearing in writing wherever possible within 7 days of the hearing.

## Step 3

Following the grievance meeting, you will be informed of the person to whom you can send a written appeal if you are still not entirely satisfied or consider you have not been fairly treated. Your written appeal should say why you are appealing against the decision and needs to be sent within 7 days of you receiving the outcome of the hearing in writing.

At the appeal hearing, you have the right to be accompanied by either a work colleague or an accredited Trade Union representative.

You will receive the outcome of the appeal hearing in writing wherever possible within 7 days of the hearing.

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.

## Appeals Procedure

The following sets out the appeals procedure for Siamo Training. This procedure covers the process for raising appeals against an academic or assessment decision that has been made. Should a learner feel that proper process has not been followed or that an academic decision was not made in accordance with the regulations of the program of learning then they may appeal to Melissa Hope, Head of Apprenticeships via one of the following methods:

**Call:** 07834 271659

**Email:** [m.hope@siamogroup.com](mailto:m.hope@siamogroup.com)

**Write:** Head of Apprenticeships, Siamo Training, 6250 Bishops Court, Solihull Parkway, Birmingham Business Park, Birmingham, B37 7YB

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

If the learner believes that Siamo Training 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.

If the learner feels that the premises/environment for assessment has disadvantaged them.

(Should a learner wish to appeal against a decision made after a complaint has been investigated then please refer to our Complaints Procedure).

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 in order to reach a decision. We aim to investigate and respond to appeals within 10 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.

The complaints and appeals policies can be located on the relevant Awarding Body's website, or alternatively you can contact them directly.

HABC: Tel 01302 363277 | [info@highfield.co.uk](mailto:info@highfield.co.uk) | [www.highfieldqualifications.com](http://www.highfieldqualifications.com)

Customer Services  
First Point  
Balby Carr Bank  
Doncaster  
South Yorkshire  
DN4 5JQ, UK

Please note: Appeals and or complaints from learners or Centres on behalf of learners should be made in writing and sent directly to HABC. The written enquiry should be sent to HABC within 10 working days of the Centre's response to the learner's enquiry.

BCS: Tel 01793 417 417 | [customerservices@bcs.uk](mailto:customerservices@bcs.uk) | [www.bcs.org](http://www.bcs.org)

Customer Service Team  
BCS, The Chartered Institute for IT  
3 Newbridge Square  
Milford Street  
Swindon  
SN1 1BY

Please note: Appeals should be made to BCS within 20 working days of the assessment if learners are not satisfied with the outcome of the appeal raised with the Siamo Training.

### **Recording complaints**

We will log all complaints we receive so that we can monitor the types of problems, the best way to sort them out and how long we are taking to deal with them. This also helps us to take a closer look at how we can improve our own service delivery.

We will manage all personal information in line with GDPR legislation.

**This policy will be reviewed Annually or earlier in line with changes to legislation and/or national guidance.**

**Last Review Date: January 2022**

**Next Review Date: January 2023**

**Reviewed by: Rebecca Palin, Apprenticeship Leader**

**Approved by: Melissa Hope, Director**

Signed: 