



Complaints and Appeals Policy

Learning Programmes

Introduction

Any learners' complaints should be directed in the first instance to their tutor. The tutor will acknowledge the complaint and will refer it to RHG Consult's (RHG) Quality Manager, Kym Moore.

Any complaint that cannot be dealt with immediately will be dealt within two working days. All complaints are entered onto our complaints log and the outcome and action taken to resolve a complaint will be recorded and communicated to the learner by the most appropriate means.

Learners who are unable or unwilling to complain directly to their tutor should direct their complaint to the Quality Manager Kym Moore, the Managing Director, Lee Patterson, the Operations Director Sarah Douglas, or any other member of RHG's staff.

We take all complaints seriously and will endeavour to resolve them with a minimum of fuss and to a mutually satisfactory conclusion. Learners can make a complaint verbally, in writing, by e-mail or telephone.

Any learner who feels we have not dealt with their complaint to a satisfactory conclusion may contact the Awarding Body responsible for their qualification directly.

Appeals

Any appeal against an assessment must be made by a learner within 14 days of receiving the results. In the first instance, the appeal must be made by email or in writing to their tutor stating clearly:

- **Name**
- **The title and unit reference**
- **The reasons for your appeal**

The learner's tutor will pass their appeal to RHG's Quality Manager Kym Moore and their appeal will be acknowledged within 2 working days. An appeals panel consisting of the Quality Manager, an Internal Verifier and the Managing Director will convene to examine the appeal.

Learners will be informed within 14 working days of receipt of their appeal of the outcome. If they are not satisfied with the result of the appeals panel they may contact the relevant Awarding Body to have their appeal heard by an independent panel. RHG will provide the learners with full details of this process should the need arise.

RHG's Complaints and Appeals procedures are detailed in the Learner Induction guides, including contact details of the relevant Awarding Bodies.