

Appeals & Complaints Policy

Murray & Willis Limited is committed to maintaining effective procedures to allow all delegates to make legitimate complaints.

This document provides guidelines for all associated with the preparation, organising and delivery of training courses.

What sort of complaints does this procedure cover?

The Complaints Procedure covers complaints concerning:

Poor services, inappropriate behaviour, poor teaching/tutoring, and course delivery.

Responsibilities:

Murray & Willis Limited staff and training associates provide a professional service and must accept responsibility for the quality of this service.

Expected Time Limits:

Where possible these deadlines should be adhered to and appropriate reasons should be given, in good time, to the delegate when the time deadlines are unable to be met.

Stage 1 – Preliminary Procedure – ‘Raising a Concern’:

Complaints should normally be raised at Stage 1 of these procedures as close as possible to the point at which the issue arises, normally within 10 working days.

Delegates should be encouraged to raise any problem directly with the people immediately involved. Delegates can be offered a facilitated meeting with the Citb Centre Manager.

Stage 2 – Formal Procedure – ‘Written Complaint to Tutor’:

If, after approaching the person(s) directly involved with the complaint through an informal channel, the delegate does not consider that the matter has been satisfactorily resolved, the next step is to contact the tutor in writing.

Murray & Willis Limited should respond fully to the complaint, normally within 30 working days.

Should, in exceptional circumstances, it not be possible to adhere to these timescales, all parties to the complaint will be advised accordingly.

Stage 1 response:

At Stage 1, the Centre Manager discusses the concern and normally gives a response within 10 working days. If unresolved, the delegate may proceed to the written Stage 2 process. Informal discussion must not delay access to a formal assessment appeal.

Access and assessment appeals

This policy covers both service complaints and appeals against assessment or examination decisions. It is made publicly available and provided with joining instructions and explained at induction, without delegates having to request it. Written complaints or appeals may be sent to Dawn Clempson, CITB Centre Manager, Murray & Willis Ltd, Unit 4, Cannock Wood Industrial Estate, Cannock Wood Street, Cannock, WS12 0PL. Paris Conway can help delegates access the process at paris.c@murrayandwillis.co.uk.

An assessment appeal should identify the course, assessment, disputed decision and reasons. Original assessment evidence is retained securely. A competent person who was not responsible for the disputed decision reviews the evidence against the relevant SSP rules. The appeal does not guarantee a change of result.

Acknowledgement and internal review

Written complaints and appeals are acknowledged within five working days. Stage 2 has a written outcome, reasons and next steps, normally within 30 working days. Where this cannot be met, the delegate receives an explanation and revised date before the deadline.

If dissatisfied with Stage 2, the delegate may request a final internal review in writing to the Centre Manager within 10 working days of receiving the outcome. The Centre Manager appoints a suitable reviewer not previously involved, using a competent external reviewer if necessary. The request is acknowledged within five working days, and a final written decision is issued, normally within 20 working days, with reasons and CITB escalation details. Delays are explained with a revised date. A complaint about the tutor can be submitted directly to the Centre Manager.

Final escalation to CITB

Once the Murray & Willis internal process has been exhausted, an unresolved complaint or appeal may be put in writing to the Approval and Compliance Manager, CITB Quality Assurance Team, 4 Cyrus Way, Cygnet Park, Hampton, Peterborough, PE7 8HP, or emailed to quality.assurance@citb.co.uk. Include the centre name and number 22110, course details, grounds, supporting evidence and the final internal outcome. CITB will request the provider's conclusion before its review.

Records and review

Paris maintains a confidential complaints and appeals log recording dates, acknowledgement, reviewer, evidence, decisions, communication and actions. Records are retained securely for at least three years. Outcomes and recurring issues are considered at the twice-yearly QA review and used to improve provision. Delegates are treated fairly and without disadvantage for raising a concern. This policy is reviewed annually and following relevant changes.

Signed:

Dawn Clempson
HR & Training Manager/ Citb Centre Manager

Date: October 2026 **Next review:** October 2027