



# IMS Policy Statements

ISO 9001:2015, ISO 14001:2015 & ISO 45001:2018

## TRAINING COMPLAINTS AND APPEALS POLICY STATEMENT

### 1. Policy Statement

1.1 Seaton Rail Limited (SRL) ("the Company") is committed to the principle of allowing any candidate who feels that they disagree with an assessment decision has the right to appeal.

1.2 The SRL Appeals Procedure is as follows.

### 2. SRL & other Awarding Bodies Complaints and Appeals Procedure

2.1 Award Organisations and Awarding Centre's

2.2 SRL is an Awarding Centre delivering course on behave of the following Award Organisations;

- Highfield Awarding Body of Compliance (HABC)
- The National Skills Academy for Rail (NSAR)

2.3 In the first instance, please tell the course trainer if you are unhappy with the level of training you have received.

2.4 Should your complaint/appeal not be resolved, please contact the SRL offices by phone on 01262 608313, or in writing to;

Training and Development Manager

Seaton Rail Limited

Unit B,

Enterprise Way,

Bessingby Industrial Estate,

Bridlington,

YO16 4SF.

2.5 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 complaint (including the subject matter and dates and times if known);
- Any names of the people you have dealt with so far; and
- Copies of any papers or letters to do with the complaint.

2.6 SRL ask that you raise your complaint as soon as possible after the event so that we have the opportunity to investigate fully. The Training Manager will investigate your complaint and respond to you within seven days.

### 3. Appealing after an initial complaint has been raised.

3.1 In the unlikely event that you remain unhappy after your complaint has been investigated and a decision reached then you may escalate your complaint to our Managing Director.

3.2 Please include any further items for consideration and state clearly why you remain unhappy with the decision taken so far.

3.3 The Managing Director will investigate in full and respond to you within fourteen days.

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The Managing Director can be contacted on:

Call: 01262 608313  
E-mail: [shane@seaton-rail.com](mailto:shane@seaton-rail.com)  
Write to: Mr Shane Seaton  
Seaton Rail Limited  
Unit B  
Enterprise Way  
Bridlington  
East Yorkshire, YO16 4SF

- 3.4 This will be the final route of escalation within our company. Therefore, if you remain unhappy after following our own internal complaints procedure and your complaint refers to services you have received relating to your course and achieving your qualification then please contact the Awarding Organisation directly.
- 3.5 The complaints and appeals procedure for each awarding body is detailed below.
- 3.5.1 The Awarding Organisation for compliance training courses is Highfield Awarding Body for Compliance (HABC) and their complaint policy can be located on their website: [www.highfieldabc.com](http://www.highfieldabc.com). Alternatively, please speak to the HABC team on 0845 2260350.
- 3.5.2 The Awarding Organisation for all railway related training and assessments is The National Skills Academy for Rail (NSAR) and their appeals procedure can be located on their website: [www.nsar.co.uk](http://www.nsar.co.uk). Alternatively, please speak to the NSAR team on 0203 0210575.
- 3.6 Should you address your complaint to HABC or NSAR and remain unhappy with the outcome you may then raise your complaint to the relevant qualification regulator. Either a representative of SRL, HABC or NSAR (as applicable) will be able to offer you guidance on the appropriate qualification regulator in each instance and provide contact details.
- 3.7 The following relates to complaints regarding publicly funded qualifications in Scotland only. Should you have undertaken a publicly funded qualification in Scotland, wish to make a complaint and you have exhausted the procedures of SRL, HABC as the Awarding Organisation, and the relevant qualification regulator then you do have one final route of complaint.
- 3.8 Please contact the Scottish Public Services Ombudsman (SPSO) directly, details can be located on their website: [www.spsso.org.uk](http://www.spsso.org.uk)
- 3.9 If you have any queries about the contents of this policy, please contact the Managing Director directly on 01262 608313 or email [shane@seaton-rail.com](mailto:shane@seaton-rail.com)

#### 4. Candidate appeal against an assessment result

- 4.1 Candidates have a right to appeal, should they be dissatisfied with their final assessment.
- 4.2 Candidates should write to the Course Director of SRL within 28 days of the training course end date explaining the full details of the appeal. Any documentation pertaining to the appeal should also be sent to SRL at this stage.

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- 4.3 The Course Director will acknowledge receipt of the appeal within 7 days. The Course Director will oversee all aspects of the appeal process and will ensure that reassessment is completed where appropriate. Candidates should be aware that the outcome of any reassessment could result in a lower score being awarded.
- 4.4 Within 28 days, the Course Director will write to the Trainer of the course with regard to the outcome of the appeal. It is the responsibility of SRL to communicate the outcome to the candidate in writing.
- 4.5 If the Trainer and/or candidate is/are not satisfied with the decision taken, a further appeal may be submitted no later than 14 days after receiving the outcome of the first appeal. The appeal should be made in writing to the Course Director requesting the appeal to be considered by the Course Director.
- 4.6 This decision is final and no further correspondence will be entered into.
- 4.7 Copies of all documents pertaining to candidate appeals should be retained by SRL for three years.
- 5. Candidate appeals against a decision not to allow for reasonable adjustment**
- 5.1 Candidates should refer to the Company's Reasonable Adjustments Policy and follow the appeals procedure above.
- 5.2 This Policy does not form a part of any employment contract with any employee and its contents are not to be regarded by any person as implied, collateral or express terms to any contract made with the Company.
- 5.3 The Company reserves the right to amend and update this Policy at any time.

This policy will be reviewed annually and updated as necessary.

Reviewed by:

Shane Seaton

Managing Director

Date: 9<sup>th</sup> January 2023

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