



Complaints & Grievance Process

1. PURPOSE

This process applies to any candidate who has reason to have been unfairly treated or is unhappy with the company's training and assessment process.

2. SCOPE

The scope of this process applies to all Doctore On Track Training Services Ltd's sponsored staff, any external candidates attending Doctore On Track Training Services Ltd training and assessment courses and any member of the public with whom Doctore On Track Training Services Ltd personnel have had contact.

3. OBJECTIVE

The objective of this process is to ensure all individuals with whom Doctore On Track Training Services Ltd personnel have contact with feel valued and respected and as such have a mechanism to request a resolution if this has not occurred.

4. PROCEDURE

For NSAR complaints procedures see Appendix A

For SQA complaints procedures see Appendix B

For CPCS/NPORS complaints procedures see Appendix C

Signed

A handwritten signature in black ink, consisting of several stylized, overlapping loops and strokes.

Managing Director
31st December 2024



5. APPENDIX A

PROCEDURE (NSAR)

This process shall be:

- given to all candidates prior to any course or assessment event as part of the Joining Instructions
- briefed out to all candidates before the commencement of training or assessment and candidates shall sign the course register confirming briefing and understanding of this process
- be displayed at the training location
- made available to any member of the public upon request

Upon completion of all training and assessments, candidates shall have opportunity to express their comments on the training and assessment event including any areas for improvements by completing a Course Review Feedback Questionnaire. For all minor complaints and grievances, the Course Review Feedback Questionnaire shall be the normal route for registering a complaint/grievance.

If for any reason there is cause for unfair treatment or a complaint or grievance warrants further action, then the following steps shall be undertaken:

5.1. Step 1

1. The candidate shall inform the Trainer/Assessor at the time of the event that they wish to make a complaint/grievance. Members of the public shall register their complaint /grievance with office personnel.
2. Where the matter is not resolved to the satisfaction of the complainant/aggrieved person, the individual has the right to proceed to Step 2

5.2. Step 2

1. The complaint/grievance shall be handled by the Training Manager
2. The complainant/aggrieved person shall be required to submit an appeal in writing within 3 working days of the complaint/grievance having materialised
3. The Training Manager shall make consideration of the complaint/grievance in line with available information and investigate as necessary.
4. The Training Manager shall respond to the complainant/aggrieved person in writing
5. If the complainant/aggrieved person remains dissatisfied, the individual has the right to escalate the appeal to Step 3

5.3. Step 3

1. The complaint /grievance shall be handled by the Managing Director
2. The complainant/aggrieved person shall be required to submit an appeal in writing within 7 working days of receiving the outcome from the Training Manager
3. The Managing Director shall convene a panel of suitably qualified and experienced independent personnel i.e. IV to assist in reaching a final outcome
4. The final outcome will be completed and communicated to the candidate within 30 days of receipt of the Step 3 appeal
5. Doctore On Track Training Services Ltd recognises that it is the right of the candidate or members of the public to use the CIRAS system, NSAR or Network Rail to make direct complaints regarding unfair treatment or the training and assessment process.



6. APPENDIX B

PROCEDURE (SQA)

Centre Management recognises that there may be times when individuals feel aggrieved and may wish to complain about matters other than assessment decisions (which are handled through the appeals procedure). In these instances, the recognised complaints procedure is as actioned:

6.1. Step 1

1. The complainant shall complete and return a 'Notification of Complaint' form (Appendix 2) to the Centre Manager.
2. Receipt of the complaint will be acknowledged in writing within 2 working days.

6.2. Step 2

1. The complaint will be reviewed by the Centre Manager and the Managing Director. They will decide whether the nature of the complaint impacts on the quality standards of NVQ delivery or if it relates to other areas of the business which does not affect the assessment process.
2. All attempts to resolve the complaint at this stage must take no longer than five working days from the date the complaint was received.
3. In exceptional circumstances, where there are clear and justifiable reasons for doing so, an extension be agreed with the candidate and must take no longer than ten working days from the date the complaint was received.
4. If the complaint is of complex nature, the Centre Manager and the Managing Director will deal with the complaint accordingly.
5. Those involved in the complaint will have the right to attend any scheduled meetings to express their views in person.

6.3. Step 3

1. The Centre shall provide a response to the complaint as soon as possible but no later than 20 working days from the time the complaint was received for investigation.
2. There may occasionally be cases where it becomes apparent that it will not be possible to provide a full response in 20 days. As soon as this is known, a revised target response date should be agreed between the candidate and the Centre Manager.

6.4. Step 4

1. If the complaint cannot be satisfactorily resolved by the Centre Manager and the Managing Director the candidate will be advised of the most appropriate course of action.
2. Candidates can complain to the Awarding body and or the regulator (for regulated qualifications) after they have exhausted the Centres complaints procedure.



7. APPENDIX C

PROCEDURE (CPCS/NPORS)

This process shall be:

- Briefed to all candidates prior to any course or assessment event as part of the Induction
- be displayed at the training location
- made available to any member of the public upon request

Upon completion of all training and assessments, candidates shall have opportunity to express their comments on the training and assessment event including any areas for improvements by completing a Course Review Feedback Questionnaire. For all minor complaints and grievances, the Course Review Feedback Questionnaire shall be the normal route for registering a complaint/grievance.

If your appeal is against the outcome of a CPCS/NPORS Technical Test or On-site Assessment, please in the first instance contact the CPCS/NPORS Accredited Centre where the CPCS/NPORS Technical Test or On-site Assessment was undertaken, and the following steps shall be initiated:

7.1. Step 1

1. The candidate shall inform the CPCS/NPORS Accredited Centre that they wish to make a complaint/grievance. Members of the public shall register their complaint /grievance with office personnel.

7.2. Step 2

2. The complaint/grievance shall be handled by the Training Manager
3. The complainant/aggrieved person shall be required to submit an appeal in writing within 3 working days of the complaint/grievance having materialised
4. The Training Manager shall make consideration of the complaint/grievance in line with available information and investigate as necessary.
5. The Training Manager shall respond to the complainant/aggrieved person in writing within 10 working days
6. If the complainant/aggrieved person remains dissatisfied, the individual has the right to escalate the appeal to CPCS/NPORS.

7.3. Step 3

7. If the CPCS/NPORS team are unable to resolve the appeal, it will then be referred to an Appeals Panel, appointed by the CPCS/NPORS Employer Engagement Group, for a final decision.

Any other CPCS/NPORS card appeals, or disputes should be submitted by email to: CPCS@Jobcards.org OR info@npors.com respectively with three pieces of candidate information.