

Diamond People (NE) trading as Tyneside Training Services



Complaints & Appeals Policy (V7)

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Complaints and Appeals Policy

1. Purpose and Scope

Tyneside Training Services (TTS) is committed to providing a high-quality learning experience and ensuring that all learners, apprentices, employers and stakeholders are treated fairly and with respect. This policy outlines the processes for raising complaints and appeals and applies to all provision, whether being funded or commercial training, and across all delivery methods. This policy applies to learners, apprentices, employers, contractors, and other stakeholders. The policy ensures that concerns are handled consistently, promptly and transparently, with outcomes used to support continuous improvement.

2. Principles

TTS aims to create an environment where individuals feel confident to raise concerns without fear of disadvantage. All complaints and appeals are managed fairly, objectively and in a timely manner.

In doing so, TTS operates in line with the Equality Act 2010, ensuring that no individual is discriminated against, and complies with the UK GDPR and Data Protection Act 2018, maintaining confidentiality throughout the process. A strong emphasis is placed on learning from feedback to improve the quality of education and training.

Support will be provided to individuals who need assistance in submitting a complaint (e.g. literacy, language, additional learning needs).

3. Complaints

A complaint is defined as an expression of dissatisfaction about any aspect of TTS provision. This may relate to teaching, assessment, behaviour, facilities, communication or the application of policies and procedures.

Where possible, individuals are encouraged to raise concerns informally in the first instance with their tutor or assessor. Many issues can be resolved quickly at this stage. However, where this is not appropriate or the matter remains unresolved, a formal complaint can be submitted.

Formal complaints should be made in writing to the Director of Quality & Operations and include sufficient detail to allow a full investigation. TTS will acknowledge receipt within three working days and aim to provide a full response within ten working days. Where additional time is required, the complainant will be kept informed.

All complaints are investigated objectively, with findings recorded and appropriate actions identified. Outcomes are shared in writing and, where necessary, actions are implemented to address the issue and improve practice.

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4. Escalation

If a complainant is not satisfied with the outcome, they may request a further review by the Managing Director. A final response will be issued following this review.

Where internal processes have been fully exhausted, complaints relating to Department for Education (DfE) funded provision may be escalated to the DfE. The DfE will review whether TTS has followed its published complaints procedure and acted fairly and reasonably; they will not normally re-investigate the original complaint or overturn decisions. Complaints should normally be escalated within 12 months of the issue occurring. Complaints can be submitted via the DfE Customer Help Portal or in writing to the Department for Education Complaints Team.

For provision funded by other government departments (e.g. Department for Work and Pensions), complaints may also be escalated in line with the relevant commissioner's requirements.

5. Appeals (Assessment Decisions)

TTS recognises the right of learners to appeal against assessment decisions. The appeals process ensures that all assessment practices are fair, consistent and aligned with awarding organisation requirements.

Learners are encouraged to first discuss any concerns with their assessor. If the issue cannot be resolved informally, a formal appeal can be submitted. This will be reviewed through internal quality assurance processes to ensure that assessment decisions are valid and evidence-based.

Where a complaint relates specifically to a qualification, assessment decision or assessment practice, learners may escalate their concerns to the relevant awarding organisation once all internal appeals procedures have been completed, in line with the awarding organisation's requirements. Information about the relevant awarding organisation and how to contact them will be provided by TTS on request and is also shared with learners during induction and throughout their programme.

6. Monitoring and Review

All complaints and appeals are recorded and monitored to identify trends and areas for improvement. Outcomes are used to inform the Quality Improvement Plan (QIP) and support ongoing development of provision.

Senior leaders regularly review this information to ensure that standards remain high and that learners continue to receive a positive experience.

7. Responsibilities

The Director of Quality & Operations is responsible for overseeing the implementation of this policy and ensuring that complaints and appeals are managed effectively. Other Senior leaders are responsible for ensuring that actions arising from complaints are completed and that improvements are embedded.

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All staff are expected to promote a culture of openness and responsiveness and to support learners appropriately throughout the process.

8. Contact Details

Complaints should be addressed to:

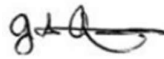
Director of Quality & Operations – Louise Murray

Email: louise.murray@tynesidetrainingservices.co.uk

Telephone: 0191 286 2919

Please see Annexe 1

Version Control

Version:	V7
Reviewed by:	John Jones
Reviewer's position:	Executive Director
Reviewer's signature:	
Review date:	May 29th 2026
Next Review Date:	May 28 th 2027

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Annexe 1

COMPLAINTS PROCESS

Stage 1: Informal Resolution

Speak to your **Tutor / Assessor**
Or contact **Director of Quality & Operations**



Resolved?

- Yes → **End**
- No → Continue

Stage 2: Formal Complaint

Submit complaint **in writing (email accepted)**
Include:

- Name & contact details
- Details of complaint
- Desired outcome

Timescales

- Acknowledged: **3 working days**
- Response: **10 working days**

TTS will:

- Investigate objectively
- Provide written outcome
- Identify actions & improvements



Satisfied?

- Yes → **End**
- No → Escalate

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Stage 3: Escalation

Escalate to the Managing Director within 10 working days of the Stage 2 outcome

Final response issued within **10 days**



Still dissatisfied?

External escalation:

- Department for Education (DfE)

You can contact the Department for Education using the following details:

- Online: <https://customerhelpportal.education.gov.uk>
- Post:
Complaints Team
Department for Education
Cheylesmore House
Quinton Road
Coventry
CV1 2WT

End

APPEALS PROCESS (Assessment Decisions)

Stage 1: Informal Appeal

Raise with Assessor within **5 working days**

Reviewed by IQA (outcome within **10 days**)



Satisfied?

- Yes → **End**
- No → Continue

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Stage 2: Formal Appeal

Submit appeal **in writing**

Reviewed by **IQA Lead**

Written outcome provided



Satisfied?

- Yes → **End**
- No → Continue

Stage 3: Final Internal Appeal

Reviewed by **Senior Management**

Decision within **10 working days**



Still dissatisfied?

- No → **End**
- Yes → Escalate

External Appeal

Escalate to **Awarding Organisation**

End