

Complaints and Appeals Procedure

Paignton Sec is committed to pursuing excellence in all they do including fair treatment of all learners and other customers.

Procedure

If you feel that you have been unfairly treated by Paignton Sec or its staff please follow process;

1. Try to sort the problem with the person who you feel has treated you unfairly after all your treatment may be the result of a minor misunderstanding
2. If you feel unable to approach the person with whom you have a grievance then you should contact the Office Manager, Janet Robinson and tell her about your complaint
3. If you are still unhappy about the result of your complaint then your complaint should be put into writing and either posted or emailed to the Principal, Pippa Garrigan.

If your complaint involves the qualification that you are working towards or the result of an examination or assessment then you have the right to appeal to that body. Details about how to do this can be obtained from your Assessor or the Office Manager, Janet Robinson.

A copy of our current examining body, EDI's appeals policy and process for learners and centres can be found and downloaded at;

<http://www.neighbour-training.co.uk/images/content/EDIAppealsProcedure.pdf>

If your training is being financed via a Student Loan, a copy of the Student Finance England appeals procedure can be found at;

http://www.slc.co.uk/media/5030/sfe_appeals_leaflet_d.pdf

If your training was fully or partially funded by the Skills Funding Agency (SfA), a copy of the SfA appeals procedure can be found at;

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure>

A copy of these complaints procedures can be found at;

<http://paigntonsec.com/c.%20Complaints%20and%20Appeals%20Procedure%20to%20give%20to%20learners%20pdf.pdf>