

Complaints and Appeals Policy

1. Sheldrake Training Ltd (Sheldrake) is committed to delivering a high quality service and encourages its learners to tell us where there is cause for concern and a case for improvement.
2. We aim to handle complaints and appeals in a way that:
 - a. is fair and efficient
 - b. treats complaints and appeals seriously and with sympathy and confidentiality
 - c. facilitates early resolution
 - d. allows the Sheldrake or the awarding body to benefit from the experience

How to Complain or Appeal

3. This procedure outlines a number of simple routes to be used by any student or user depending on the seriousness of the complaint or appeal. The following list indicates examples of the type of complaint or appeal covered by this procedure:
 - a. Misinformation about your course.
 - b. Poor assessment/mentoring/supervision.
 - c. Insufficient resources or facilities.
 - d. The behaviour of a member of staff.
 - e. The behaviour of another student.
 - f. A failing in a Sheldrake service.

4. Do remember that complaints and appeals will not always produce the outcome you are looking for. For instance, policy decisions or resourcing beyond the Sheldrake's control may affect the level of service provided. However, whatever the decision, we undertake to inform you at all stages of the results of a complaint or appeal and the reasons for it.

Sensitive Issues

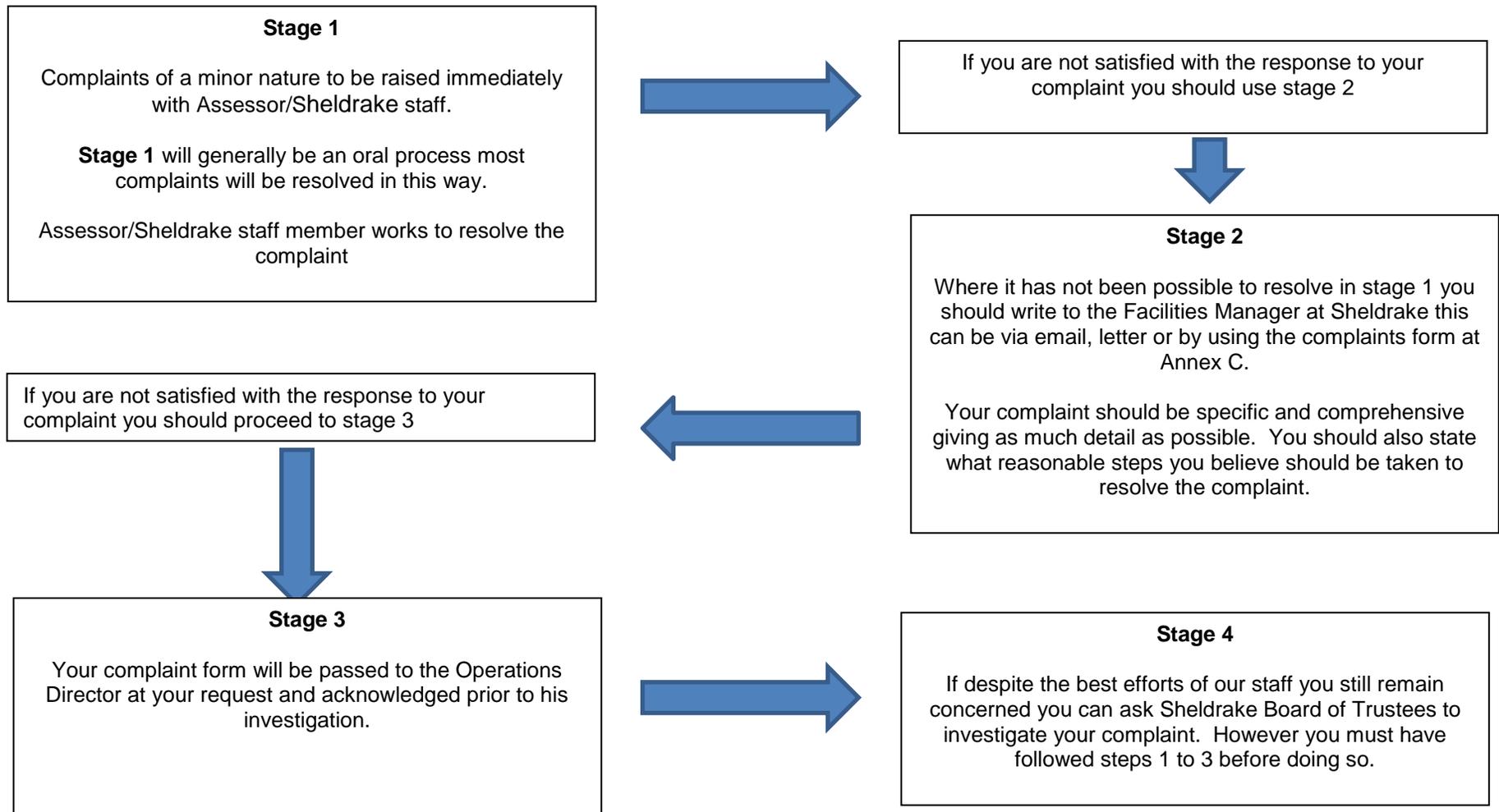
5. If you have an issue which is not about the Sheldrake's services or teaching but instead relates to a more sensitive and personal issue such as harassment, you can refer to the Sheldrake's separate procedures on equal opportunities which set out what action you can take. Alternatively you can contact the Sheldrake Head of Teaching and Learning who will talk with you in confidence; you can then decide how to proceed.

The Sheldrake Guarantee

6. If you have a concern, do not hesitate to raise it. We would like to hear from you as early as possible to resolve the issue and to put things right for the future.
7. We welcome your views and suggestions. We will monitor all comments, complaints and appeals treat them seriously and follow our procedures and timescales at all times. We will endeavour to continuously improve our service.
8. The Complaints Procedure is located at Annex A of this document and the complaints form is located at Annex C and must be used in all cases.

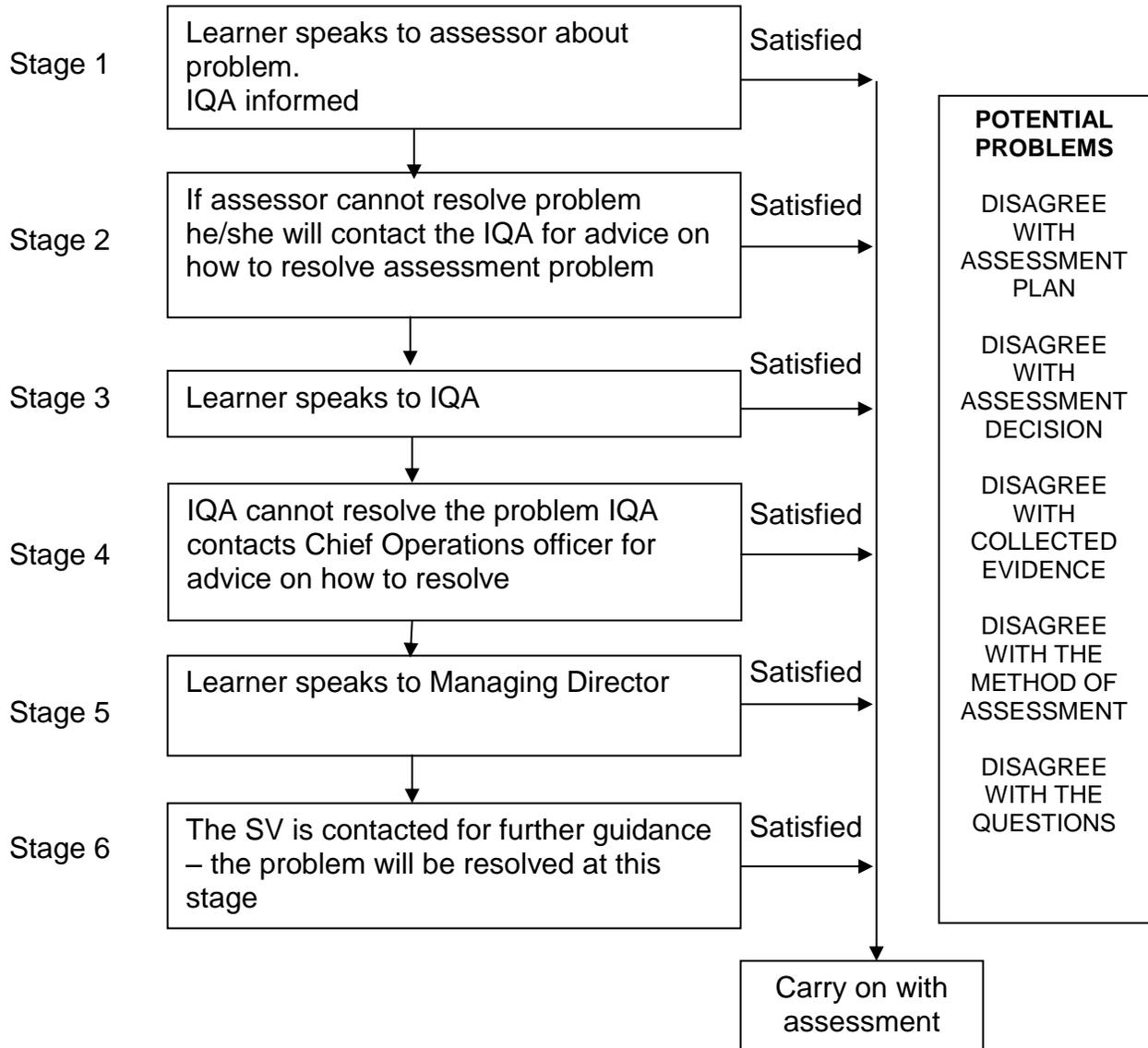
9. The Appeals procedure is located at Annex B of this document and also located in all Sheldrake portfolios.
10. This policy is reviewed and amended annually.

Complaints Procedure



Appeals Procedure

YOU HAVE THE RIGHT TO APPEAL AGAINST ANY DECISION



Note

A full copy and breakdown of the Awarding Organisation’s Appeals procedure is held in the Sheldrake Centre file.

SHELDRAKE COMPLAINTS FORM

You must have tried to resolve your complaint with department concerned before making a formal complaint. If you do not complete all parts of the form or fail to enclose all relevant documents the investigation into your complaint may be delayed.

YOUR DETAILS

Rank (eg Miss, Mrs, Mr etc)	
Surname (family name)	
Forenames (given names)	
Service Number (if applicable)	
Course Title (if applicable)	
Address (include postcode)	
Mobile Number	
Email address	

YOUR COMPLAINT

Please briefly set out below the main points of your complaint. If you need more space, continue on the back of the form or a separate sheet of paper, which you must attach securely to this form.

SUPPORTING DOCUMENTS

You must enclose copies of the following documents with your complaint:

WHAT HAVE YOU DONE SO FAR?

Explain briefly what steps you have taken to resolve your complaint and why you are not happy with the response.

WHAT WOULD YOU LIKE DONE ABOUT YOUR COMPLAINT?

Explain briefly what you might consider to be a satisfactory resolution to your complaint.

I believe that the facts stated in this complaint are true.

Signature Date

Complaints should be addressed to:

Facilities Manager Sheldrake Training Ltd Larkhill

Or alternatively emailed to: quality@Sheldrake.co.uk