

# Complaints and Appeals Policy

Metadata Training

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## 1. Introduction

We are committed to providing a high-quality learning experience to all delegates, apprentices and their employers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. This complaints policy is available online at <https://metadatatraining.co.uk/complaints-procedures/>

## 2. Complaints procedure

- If you are unhappy about any aspect of the service of Metadata Training, please raise your concerns immediately.
- There are 2 stages in the complaints procedure and each stage must be fully complete before proceeding to the next one.

### 2.1. Stage 1

- If you are still completing your course you must first contact your tutor who will ensure that your concerns are dealt with fairly and quickly. Your tutor will fully investigate your concerns and address accordingly. If your complaint is about your tutor and it would be inappropriate to discuss the matter with him/her you may begin with Stage 2.

### 2.2. Stage 2

## 3. What will happen next?

1. We will send you a written response acknowledging receipt of your complaint within three days of receiving it.
  2. We will then investigate your complaint. This will normally involve passing your complaint to our Office Manager, who will further investigate the matter.
  3. A senior member of the Metadata teams then contacts you to discuss and hopefully resolve your complaint. S/he will do this within 14 days of sending you the acknowledgement letter.
  4. Within three days of the discussion, the relevant team member will write to you to confirm what took place and any solutions s/he has agreed with you.
  5. At this stage, if you are still not satisfied, you should contact us again to request a review of the complaint and your complaint will be escalated to our course director Dr Mike Goodland to review the complaint.
  6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
- Written Complaints can be sent to:

**Metadata Training Ltd**  
**13 Cropley Street**  
**London N1 7PT**

E: [info@metadatatraining.co.uk](mailto:info@metadatatraining.co.uk)

T: 020 7272 3726

W: [www.metadatatraining.co.uk](http://www.metadatatraining.co.uk)

- If you're unhappy with the outcome and you are an apprentice:

You can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled. The ESFA does not deal with complaints about employment issues (for example, a problem with your contract if you're working as an apprentice).

You must contact the ESFA within 12 months after the issue happened.

Email or post your complaint to the ESFA complaints team.

**Complaints team**  
**Education and Skills Funding Agency**  
**Cheylesmore House**  
**Quinton Road**  
**Coventry CV1 2WT**

E: [complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

The ESFA will reply to let you know what will happen next.

If you're unhappy with the ESFA response you can contact the Department for Education if you're unhappy with how the ESFA has dealt with your complaint.

#### **4. Apprenticeship Appeals Procedure**

- I. In order to successfully achieve the IS Business Analysis Apprenticeship Standard, you will submit a Summative Portfolio, your employer will submit a detailed reference, you will complete a one-week synoptic project and you will undergo an interview with BCS examiners as part of your end-point assessment. After the interview, you will receive your grade which will be either a fail, pass, merit or distinction.
- II. You can appeal against the result you received in the following circumstances:
  - Evidence that the proper processes and procedures have not been followed.
  - If you disagree with BCS's decision on the allocation of reasonable adjustments or special consideration.
  - If you disagree with the action taken against you following an investigation into malpractice.

- Evidence that proper processes have not been followed will include technical failure that impacts on the conduct of the interview.
- III. Dissatisfaction with an assessment decision is not grounds for an appeal. If you are unhappy with your result, we can arrange a feedback session so you can understand how to improve.
- IV. You can also request to have your mark reviewed due to sickness or other extenuating circumstances that took place at the time of the assessment. Please email us at [apprenticeships@metadatatraining.co.uk](mailto:apprenticeships@metadatatraining.co.uk) if you want to discuss this option.
- V. You must submit notice of an appeal within 20 working days of receiving the assessment result.

#### 4.1 Payment

- The standard appeal fee is £300. This is not normally covered by the apprenticeship funding and it will be charged to the employer as an extra cost.
- However, if Metadata Training is responsible for the issues leading up to the appeal then Metadata Training will pay the appeal costs.

#### 4.2 The process

- BCS aims to acknowledge receipt of the appeal within two working days and provide a decision within 20 working days of receipt of payment. This may take longer, for example, if a centre visit is required. In such instances, we will let you know the likely timescale.
- The outcomes of any appeal against a decision may be either to uphold the appeal or to reject it. If BCS do not believe there is a valid case for the appeal Metadata Training will inform you about the reasons for the decision in writing.