Appeals and Complaints Policy

We welcome feedback and complaints from all of our customers or anyone who has been involved with KBM Training & Recruitment Ltd. (KBM).

Our commitment to handle customer contacts

At KBM we are committed to handling all types of contacts by our customers quickly, accurately, and fairly.

We aim to fully resolve any concerns or problems you might have and if there is anything we cannot resolve or put right straight away we will explain why and say what we can do.

We recognise that feedback from customers is vital in helping us to further improve the services we offer. We therefore record and analyse the information you give us to ensure that we get to the root cause of any issues you might have.

This policy is applicable to all KBM customers across our various types of provision and sets out how to contact us, how we will handle your contact, how quickly we will respond, and gives full details of our complaint handling process.

How to Contact Us

If you are a KBM customer, the quickest and easiest way to get a question answered or resolve a concern is usually to contact your tutor, trainer-assessor or centre manager.

If you are not currently a KBM customer, or if you are unable to resolve your issues via your tutor / trainer-assessor / centre manager you can:

Contact us online by completing a short web form. Just go to www.kbmtr.co.uk you can also email us at info@kbmgroup.co.uk.

Contact us via telephone 020 8992 4506 where Swetha Mudili and Waqas Yaqoob will help you.

Write to us at KBM 1 Concord Business Centre, Concord Road, London, W3 0TJ.

What We Need To Know From You

For us to be able to handle your case effectively we will need the following information when you contact us:

- Your name & location
- What type of programme you are undertaking with KBM
- Your user name (if applicable)
- Full details of what your complaint or concern is
- The reference number for the case if you are contacting us about an ongoing issue

If you want to remain anonymous then we will still try to deal with your complaint though it might not always be possible and we will tell you as to what we can and can't do.

How we will deal with complaint

STAGE 1

You should initially raise any issues locally with your tutor or centre manager and give them the chance to resolve the matter. If you're unhappy with the outcome, or with how long it is taking, or if you think it is not appropriate to raise the issue with them, contact us via any means described in the 'how to contact us' section. After acknowledging your complaint, we will formally respond within 10 working days*.

STAGE 2

In the event of an unsatisfactory response, you may request that your case is referred to one of our Provision Leads who will conduct their investigation. You will receive an update or resolution within 10 working days*.

STAGE 3

Our Senior Leadership Team will contact all relevant stakeholders to obtain a full understanding of the complaint circumstances and provide a formal response within 10 working days*.

STAGE 4

Any unresolved issues at this point will be escalated to the KBM Quality Board to conduct a review of the case as a whole. A final response will be provided to the customer within 10 working days*.

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STAGE 5

Customers may seek to escalate serious cases for independent review. Each external body will have their own published procedures outlining the process. See the last section of this page for reference.

*this may be longer over the Christmas/New Year period

There are some exceptions to this process, in which case you should go straight to Stage 3. These are:

Discrimination based on:

- age
- sex
- race, religion or belief
- sexual orientation
- disability
- pregnancy or maternity
- marriage or civil partnership
- gender reassignment

The government's counter terrorism strategy:

- stopping a terrorist attack that you may have become aware of
- stopping people becoming terrorists, if you are concerned about someone who may be in this situation and wish to make a complaint

Any of the following, relating to yourself or to another person:

- physical abuse
- sexual abuse or inappropriate conduct
- emotional or psychological abuse, or bullying
- financial abuse

External Review

Stage 4 is the final stage of our internal process. If, after following the stages you are still unhappy with the outcome of your complaint, we will advise you of any third parties you can pursue it with. This will usually depend on the type of learning you have been doing. For funded learners the Education and Skills

Funding Agency (ESFA) will investigate complaints if the KBM process has been concluded. The ESFA policy can be found at: https://www.gov.uk/government/organisations/education-and-skills-funding-agency/about/complaints-procedure

Customers undertaking programmes funded by the Department Of Work and Pensions (DWP) can go to the Independent Case Examiner (ICE) if they are not happy with the outcome of their complaint once the KBM process has been concluded. Further details can be found at: https://www.gov.uk/government/organisations/independent-case-examiner

Learners or customers undertaking programmes funded by their local authority can complain directly to this authority. If you are unsure who funds your KBM programme, have received a response to your Stage 4 complaint and wish to take the matter further, please contact the helpline and quote your reference number to find out who funded the programme.

How we will deal with Appeal

What is an appeal?

An appeal is where a candidate feels they have not been given fair opportunity to demonstrate competence at assessment and therefore dispute the result given. If a candidate disputes the result given at training the Candidates Complaints Process is used.

What constitutes an appeal?

A candidate disagrees with an assessment result, for example defer or fail, as they feel and can evidence, the assessment process was unfair or unjust.

Potential appellants must understand that KBM is not normally able to overturn assessment results due to not being present during delivery. In the case of an appeal being upheld alternative options will be considered, which may include nullification of the assessment.

Appeal Procedure

Stage One

Appeals must be received by the KBM within 3 months of course completion.

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Once an appeal is received it is normally initially considered at ‘Stage 1’

The main objective of Stage 1 is to assist the candidate to reach a clear understanding as to why decisions were made resulting in an assessment course result. Candidates should therefore, in the first instance, contact the course provider and seek to explain the reasons for the result directly with them.

A Technical Staff member contacts both parties by phone and/or email to offer support. The individual concerned impartially supports dialogue between both parties to find resolution.

Direct entry to ‘Stage 2’ is possible at the discretion of the Technical Staff member where significant prior communication has been evidenced or the issue concerned prevents effective ‘Stage 1’ communication.

Stage 2 – Formal Investigation

Stage 2 occurs where;

Communication has broken down between the two parties or

The proposed resolution is not acceptable to either party at Stage 1.

Resolution is possible at any point during Stage 2 if acceptable to both parties.

Once the complaint is acknowledged to be at Stage 2 the process follows a number of steps;

Statement

The appellant submits a statement to KBM outlining the following;

- Appellant name and KBM-ID
- Provider and course staff concerned
- Course and dates concerned
- Summary of issues raised
- Evidence for each issue raised
- A suggestion on acceptable outcome/s

The statement forms the basis of the subsequent investigation.

The Technical Staff member acknowledges receipt of the statement and in doing so declares the Investigation Lead. Both parties are informed in writing and when doing so the statement is shared with the provider and course staff concerned.

The Investigation Lead is required to complete a declaration of interest on accepting the role. This is shared with both parties. Either party can object to the Investigation Lead chosen if within 5 working days of declaration.

The Investigation Lead's role is to independently oversee the appeal investigation. In doing so the Investigation Lead establishes the facts by gathering evidence and receives written and verbal submissions by all parties.

KBM recognises that some individuals may have difficulty submitting a statement in writing. As a result the appellant is offered the opportunity to communicate their views in person or by video conferencing to KBM to support their statement submission. This is not mandatory. The appellant may choose to have a supporting individual present. Minutes are taken by the Investigation Lead (or another party) and agreed by those present before being shared with both parties.

Investigation

The Investigation Lead establishes the facts of the case. This may involve;

Further questioning of each party via email, phone or video conferencing

Supplementary evidence submission on the Investigation Lead's request

The Investigation Lead contacting witnesses

The Investigation Lead ascertains and compiles a summary of facts from the statement with supporting evidence. Only established, evidenced facts which relate to the case are stated.

Outcome

On the basis of these established facts the Investigation Lead forms a decision to uphold or not uphold the appeal and outlines an appropriate course of action. The Investigation Lead communicates the outcome and any further course of action to both parties.

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Final Appeal

Both parties have the right to final appeal if they have concerns regarding the legitimacy of the investigation or the appropriateness of further action taken. It is not possible to appeal against the outcome and in doing so request reconsideration of the case. Appellants must have legitimate cause for concern and present their case to the Executive Officer within 4 weeks of the complaint outcome being given. The Executive Officer will decide whether there is a case to answer. If a final appeal is granted this will be considered by an independent panel drawn from KBM who have not been involved with the case

Agreed/signed by: Salman Khan

Position: CEO/Director