



Complaints, Appeals and Compliments Policy

Applicability

This policy applies across all companies, subsidiaries, business units, departments, and associated organisations. It is binding on all employees, contractors, agency workers, consultants, volunteers, and other individuals undertaking work on behalf of the organisation, regardless of business area or location. All persons covered by this policy are expected to adhere to the principles, standards, and requirements set out herein.

Purpose

Twin is committed to delivering high-quality training and services. We value feedback from learners, staff, employers, and stakeholders as an important part of continuous improvement.

This policy explains how complaints, appeals, and compliments are raised, managed, and resolved in a fair, transparent, and timely manner.

Introduction

Twin welcomes feedback, including complaints, appeals, and compliments, to support the ongoing improvement of our services.

This policy sets out the organisation-wide approach for managing complaints, appeals, and compliments.

Specific procedures apply where separate processes are in place, including the Complaints Policy and Procedure – International Students and Staff for complaints relating to International Students and Staff at Twin English Centres.

Scope

This policy applies to all Twin divisions, subsidiaries, departments, associated organisations, employees, learners, apprentices, contractors, and stakeholders.

It covers complaints, appeals, and compliments relating to Twin services, training delivery, and operations.

1. Definition of a Complaint

A complaint is an expression of dissatisfaction regarding:

- The quality of training, assessment, or learning materials
- Trainer or staff behaviour
- Administrative or operational processes
- Any health and safety concerns
- Discrimination, harassment, or unfair treatment

For complaints relating specifically to International Students and Staff at TWIN English Centre, please refer to the Complaints Policy and Procedure – International Students and Staff.

Safeguarding concerns should be directed to the Safeguarding & Prevent Policy.

2. Complaints Procedure

The process outlined below applies to general complaints across Twin. Complaints relating specifically to International Students and Staff at TWIN English Centre should follow the dedicated Complaints Policy and Procedure – International Students and Staff.

Step 1: Informal Resolution

Wherever possible, concerns should first be raised informally with the relevant staff member, or manager. Many issues can be resolved quickly and effectively at this stage without the need for a formal process.

Step 2: Formal Complaint Submission

If the matter cannot be resolved informally, a formal complaint should be submitted in writing through one of the following channels:

- Email: feedback@twingroup.org
- Appeals Procedure Form: (available on request or via our website)
- Post: Complaints, Twin, First Floor, 12 Lambarde Square, Greenwich, London, SE10 9GB

Your submission should include:

- Full name and contact details
- A clear and concise description of the issue

- Relevant dates, locations, and any supporting evidence
- Any previous steps taken to address or resolve the matter

Step 3: Acknowledgment and Investigation

- Complaints will be acknowledged within 5 working days of receipt.
- The Assistant Director of Education & Skills or Academic Director will review the complaint and may request additional information if needed.
- A thorough investigation will be conducted, which may involve discussions with all relevant parties and a review of supporting evidence.

Step 4: Resolution and Response

- A formal written response will be issued within 20 working days of acknowledging the complaint.
- The response will include the findings of the investigation, any actions taken, and details of any further steps where applicable.
- If a conclusion cannot be reached in this time frame, this will be communicated in writing with an estimated revised timescale.

Step 5: Appeal Process

- If you are dissatisfied with the outcome, you may request an appeal within 14 days of receiving the response.
- Appeals will be reviewed by a senior manager or, where appropriate, an independent panel to ensure impartiality.
- The outcome of the appeal will be final.

3. Confidentiality and Fair Treatment

- All complaints and appeals will be handled confidentially, ensuring that only those directly involved in the process have access to the details.
- Investigations will be conducted impartially and objectively to ensure fairness.
- No individual will be penalised or disadvantaged for raising a complaint or appeal in good faith.

- All complaints and appeals will be recorded, monitored, and reviewed regularly to identify trends and inform continuous quality improvement.

4. External Escalation

If a complaint remains unresolved after following internal procedures, the complainant may escalate the matter to the relevant external or regulatory body. Examples include (but are not limited to):

- Ofsted
- Department for Education (DfE)
- Relevant Awarding Organisation or Funding Body

Guidance on which organisation to contact will be provided on request, or can be found on the websites of the relevant bodies.

5. How to Make an Appeal Against an Assessment Decision

Step 1: Initial Contact and Request for Appeals Form

If you are dissatisfied with an assessment decision, first discuss your concerns with your Tutor, Skills Coach, or Teacher. At this stage, request an Appeals Procedure Form, which must be completed to formally begin the process.

Step 2: Submission of the Appeals Form

Complete the Appeals Procedure Form with all relevant details and send it to feedback@twingroup.org.

The Quality Team, together with an Internal Quality Assurer (IQA), will acknowledge receipt and begin the initial review. They may contact you for further information if necessary.

Step 3: Internal Review by the Internal Quality Assurer (IQA)

The IQA will review your appeal, ensuring that the original decision meets all assessment criteria and standards.

If the IQA upholds the original decision and you still disagree, your appeal will be automatically escalated to the External Quality Assurer (EQA) for an independent review.



Step 4: Final Appeal

If the EQA also upholds the original decision and you remain dissatisfied, you may escalate your appeal to your funding body.

- Information on contacting your funding body will have been provided at the start of your programme and is also available on their website.
- The funding body's decision is final and concludes the appeals process.