

# First Polymer Training Skillnet Learner Complaints Procedure

Date: November 2020  
Document Reference: FPTC-CPL-001  
Revision: 03.00

## COMPLAINTS

<i>Complaints</i>	
<b>FPTS Quality Statement</b>	
<p>First Polymer Training Skillnet is committed to the provision of quality-assured training to enhance the competence and career opportunities of learners in the Plastics industry. Our staff recruitment, selection, and monitoring systems are designed to ensure consistently high standards of training provision. Our internal systems and independent oversight by industry professionals will ensure continuing alignment of our programmes with industry need and best practice.</p>	
<b>Document Reference:</b> FPTS-CP-001	
<b>Revision History</b> Last updated: 10/11/2020	<b>Rev 03</b> Revised to include escalation to Academic Council <b>Rev 02</b> Revision to “Complaints” description and to “Appeals” description. <b>Rev 01</b> Initial Document.
<p>FPTS is committed to providing service of the highest quality.</p> <p>We will do everything possible to ensure that this level of service is provided. However, if you have a grievance, you have the right to seek a resolution, either informally or formally by way of complaint or appeal.</p> <p><b>Complaints.</b> Complaints can relate to facilities, tutors, resources, information provision or some other aspect of the programme about which a learner may feel some grievance.</p> <p><b>Appeals.</b> Appeals relate specifically to assessment processes, for example, a grade appeal. A learner may lodge an appeal relating to an assessment on the grounds of:</p> <ul style="list-style-type: none"> <li>● the conduct of the assessment process</li> <li>● extenuating circumstances material to the assessment.</li> </ul> <p>These are the only grounds for an appeal.</p> <p>Note: If the learner considers that a clerical error may have been made, for example, in the tallying or recording of marks, this should be advised to the Tutor and/or the Network Management Team. This is a request for recheck, not an appeal.</p> <p>There is a separate documented Appeals Procedure (Documents Reference: FPTS-APL-001- Appeals) available from the FPTS office.</p>	

## 1. FPTS Complaints Procedure

### Overview

The following procedure defines the actions to be followed by all relevant parties in the event that a learner wishes to make a complaint.

The Centre Manager is responsible for ensuring that this procedure is published, advised and available to all relevant stakeholders.

### 1.1 Procedure

Most complaints can be resolved by bringing them to the attention of the Tutor or the Network Management Team. In the first instance, the learner should express their concern orally or in writing to one of these individuals/groups.

If the complaint is not resolved by discussion, then it will be necessary to file a formal complaint. A formal complaint should be made as soon as possible after the event giving rise to the complaint.

To lodge a formal complaint the complainant is required to document their complaint and submit this to FPTS at [info@firstpolymer.com](mailto:info@firstpolymer.com). A Complaint Form is provided in Appendix A, to facilitate this.

On receipt of a written complaint, FPTS will:

- Acknowledge the complaint in writing within 10 working days.
- May contact the complainant directly to discuss the complaint.
- Investigate the complaint within 10 working days of acknowledging the complaint and advise of the outcome of the investigation and the proposal for resolution of the complaint.
- If the learner wishes to appeal the complaint decision they should advise this in writing by reply to the Network Management Team, stating the grounds for the appeal. The complaint will be brought to the next meeting of the Academic Council for resolution.
- The decision of the Academic Council is final unless the issue is governed by specific national legislation. In this instance a suitably qualified independent arbiter will review the complaint and come to final decision.

## Appendix A Complaint Form

Complainants must complete section A,B and D below.

### A. Contact Information.

Name of Learner (Block Capitals)	
Date (of submission of complaint)	
Address for correspondence	
Email address	
Contact number	

### B. Programme Information

Name of Programme	
Start Date of the Programme	
Name of Tutor	

### Office Use Only

Date of receipt of complaint	
Name of FPTs complaint administrator	
Date for written acknowledgement of complaint to complainant (within 10 working days of receipt of complaint)	
Due date for FPTs response to complaint (within 10 working days of issue of acknowledgement)	

Please describe the reasons for your complaint as fully as possible. Please include copies of any associated documents that may be relevant to your complaint. The complainant should keep a copy of this form.

D. Complaint

Please describe any actions taken by you to resolve this complaint prior to lodging a formal complaint.

Description of the complaint.

<p><b>Additional Documents</b></p>	<p>Please list any additional sheet(s)/documents that you are including with this complaint.</p>
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Signature of learner:		Date:	
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**Office Use Only**

<b>Decision of Centre Manager</b>	
<b>Signature of Centre Manager</b>	
<b>Date:</b>	