

Appeals and Complaints Procedures

Introduction

The Wellbeing Academy (TWA) aims to ensure that every learner receives a fair, supportive, and high-quality learning experience. However, we recognise that concerns may arise and therefore provide a clear and transparent process for handling:

- Complaints about aspects of the learner experience
- Appeals relating to internal assessment decisions

This policy outlines how learners can raise concerns, how we respond, and how decisions may be reviewed. TWA is committed to resolving issues promptly, fairly, confidentially, and in line with CPCAB standards.

TWA will aim to complete all stages of a complaint or appeal within three months of receiving the written submission. A complaint or appeal may normally be submitted in writing, though alternative formats will be accepted where necessary.

Scope of the Policy

This policy applies to complaints or appeals relating to:

- Delivery, administration, or assessment of CPCAB courses delivered by TWA
- Conduct of tutors, assessors, Internal Verifiers, or other TWA representatives
- A learner's experience of an internal assessment process
- Concerns that CPCAB-related processes or procedures were not followed properly or fairly
- Requests for reasonable adjustments or special consideration
- Actions taken during investigations into malpractice or maladministration

This policy does not cover:

- Disagreement with an assessment decision where due process has been followed (these must follow the separate Internal Assessment Appeals route)
- Complaints not related to TWA course delivery or CPCAB qualifications
- Complaints submitted more than four weeks after the event (except in exceptional circumstances)

Learners should raise complaints or appeals as soon as possible, and no later than four weeks after the event or the conclusion of any internal assessment process.

General Principles

TWA is committed to:

- Treating all learners fairly and without discrimination
- Ensuring that no person involved in the investigation has a conflict of interest
- Maintaining full confidentiality for all parties
- Handling all matters sensitively and respectfully
- Keeping written records of all complaints, appeals, decisions, and actions
- Using the outcomes of complaints and appeals to inform quality improvement

Complaints Procedure

The complaints procedure consists of three stages.

Stage 1: Informal Resolution

Learners are encouraged to raise concerns informally in the first instance by speaking to:

- The person involved, or
- Their tutor, or
- A Centre Director

Many issues can be resolved quickly through informal discussion. If the issue is resolved, no further action is required.

If the matter cannot be resolved informally or if an informal approach is not appropriate, the learner may submit a formal complaint.

Stage 2: Formal Complaint

To initiate the formal procedure, the learner should submit a written complaint to the Centre Director via the published contact details on TWA's website.

TWA will:

- Acknowledge the complaint within 5 working days
- Confirm whether the matter falls within this policy
- Appoint an impartial Director or Representative to investigate

Formal Investigation Steps

1. Information Gathering

Within 15 working days, the investigator will collect relevant documentation and statements from the complainant, relevant staff, and other parties as needed.

2. Review of Evidence

Within 10 working days, the investigator will review the evidence and determine whether further clarification is required.

3. Initial Conclusion

When satisfied that all necessary information has been obtained, the investigator will issue an Initial Conclusion Letter, outlining:

- Findings for each point raised
- Evidence considered
- Any recommendations or required actions

The learner may respond within 10 working days to comment on factual accuracy only.

4. Final Conclusion

TWA will consider any additional information and issue a Final Conclusion Letter within 10 working days.

If the learner remains dissatisfied, they may request progression to Stage 3.

Stage 3: Complaint Appeal Panel

If the learner disputes the outcome of the formal stage, they may request an internal appeal within 14 days of receiving the Final Conclusion.

TWA will convene an Appeal Panel consisting of individuals who:

- Have had no previous involvement in the complaint
- Have no personal interest in the outcome
- Possess appropriate expertise to review the matter fairly

Panel Responsibilities

The panel will:

- Review all evidence, documentation, and correspondence
- Consider whether procedures were followed fairly and appropriately
- Determine whether the Stage 2 conclusion should be upheld or overturned

A decision will be issued in writing within 20 working days. The panel's decision is the final stage of TWA's internal process.

Referral to CPCAB

If, after completing all three internal stages, the learner believes that:

- TWA did not follow its own procedures,
- The procedures were applied unfairly, inconsistently, or incorrectly, or
- TWA did not meet the requirements of CPCAB-approved delivery,

They may submit the matter to CPCAB for review.

CPCAB will not consider:

- Complaints about individual staff personalities or behaviours (unless process-based)
- Complaints where the internal procedures have not been fully completed

- Appeals against the academic judgement of assessors

CPCAB will only review whether due process was followed.

Internal Assessment Appeals Procedure

Learners may appeal an internal assessment decision if they believe the assessment process was:

- Unfair
- Inconsistent
- Incorrectly applied
- Discriminatory
- Not in line with CPCAB's Assessment Criteria or Reasonable Adjustment guidance

Grounds for Appeal

Appeals typically fall into one of the following categories:

1. Incorrect or inconsistent application of Assessment Criteria
2. Incorrect application of contraindications or the overall proficiency decision
3. Improper application or failure to apply an agreed reasonable adjustment

Appeals cannot be made simply because a learner disagrees with the outcome.

Stage 1: Informal Discussion with Tutor

The learner must raise concerns with the tutor within 2 weeks of receiving the assessment result. If the matter is not resolved, it progresses to Stage 2.

Stage 2: Formal Appeal Review

The learner must submit a written appeal within 2 weeks of Stage 1.

The review will be conducted by a suitably qualified assessor who:

- Was not involved in the original marking
- Has no conflict of interest

The reviewer will:

- Reassess the work
- Check for consistency against the centre standard
- Issue a written decision

The learner must confirm agreement or disagreement within 1 week. If unresolved, the matter progresses to Stage 3.

Stage 3: Appeal Hearing Panel

TWA will convene an independent Appeals Panel (as described in the Complaints section).

The panel will review the assessment decision, all associated documentation, and any reassessment evidence.

A written final decision will be issued within 2 weeks.

This is the final internal stage.

Referral to CPCAB

If a learner believes that TWA did not follow its internal assessment appeals process correctly, they may request a procedural review by CPCAB.

CPCAB does not overturn assessment decisions; they review procedural fairness only.

Confidentiality, Impartiality & Record Keeping

TWA will:

- Treat all complaints and appeals confidentially
- Ensure impartiality throughout all stages
- Store all documentation securely for CPCAB audit
- Review outcomes annually to improve systems and training

Contact Details

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