

Complaints, Enquiries and Appeals Policy for Learners

V1:090626

1. Purpose and Scope

This policy provides a clear process for learners to raise complaints, enquiries, and appeals, and ensures that concerns are handled fairly, consistently, and promptly.

2. Guiding Principles

HHF Training Ltd is committed to confidentiality, fairness, impartiality, timely resolution and the right of learners to be accompanied during formal proceedings.

3. Informal Resolution

Learners are encouraged to seek an informal resolution before initiating a formal complaint. Informal discussions should be conducted promptly and respectfully.

4. Formal Complaints Procedure

Where informal resolution is unsuccessful, learners may submit a formal written complaint detailing the issue, supporting evidence and desired resolution.

5. Investigation Process

Complaints will be investigated fairly and objectively. Relevant evidence will be reviewed and outcomes communicated within agreed timescales.

6. Appeals Process

Learners may appeal decisions by submitting a written appeal stating the grounds for review. Appeals will be considered independently wherever possible.

7. Rights of Learners

Learners have the right to be accompanied, to receive written outcomes, to present evidence, and to be treated fairly throughout the process.

8. Record Keeping

Records of complaints, enquiries and appeals will be maintained securely and retained in accordance with organisational requirements.

9. Awarding Organisation Involvement

Where a learner remains dissatisfied after exhausting internal procedures, they may refer the matter to the relevant awarding organisation in accordance with its published procedures.

10. Monitoring and Review

This policy will be reviewed regularly to ensure effectiveness, compliance and continuous improvement.

Approval

The management of HHF Training Ltd approves this Complaints, Enquiries and Appeals Policy for Learners, effective from 9 June 2026.

Review Date: 9 June 2027.