

EPA Complaints and Appeals Policy.

Introduction

The Rail Academy (TRA) shall adopt this policy to manage all EPA complaints and appeals. Its aim is to:

- Define what is meant by an appeal or complaint.
- Explain the process for making an appeal or complaint.
- Provide an outline of the management of the appeals or complaints and appeals process.

Reference should be made to 'TRA-L2-INT-010 Management of Complaints and Appeals' for the detail supporting this policy.

Appeals

Appeals may relate to the results of assessment, or

- Decisions regarding reasonable adjustments or special considerations.
- Decisions following investigations into malpractice or maladministration.
- Decision regarding the outcome of a complaint.

Appeals (Enquiries- Stage 1)

- Where the learner has an enquiry in relation to an administrative check of the results, they must submit an appeal using form TRA-L3-INT-010a via email to admin@therailacademy.com.
- The learner has up to 5 working days from the day of the results issued.
- Checks will be undertaken and a summary issued to the learner within 10 working days.

Review of the Appeal (Stage 2)

An appeal can only be made if the learner believes that The Rail Academy has:

- Failed to carry out agreed procedures, or operate in line with its policies,
- Reached decisions that are disproportionate,
- Failed to take account of relevant information/evidence (please note that we do not permit the submission of new material as part of an appeal).

Appeals must be made within 5 working days of:

- the conclusion of a stage 1 results enquiry, or
- The decision on reasonable adjustments, special considerations, malpractice / maladministration, complaint,

and must be sent, using form TRA-L3-INT-010a, to admin@therailacademy.com and titled "Appeal".

The appeal will be acknowledged within 10 working days and will then be reviewed, and a decision made as to whether the appeal is rejected or accepted.

Appeals Panel (Stage 3)

If the learner is not satisfied with the outcome of the stage 2 appeal, they have the right to further appeal within 10 days to the Independent Appeals Panel. This must be submitted to

admin@therailacademy.com with the Title "Appeal against decision- for attention of Managing Director".

This process can take between 35-40 days.

Complaints

We will always attempt to informally resolve any complaints as they arise, where this is not possible, then the formal complaint process can be followed. **Informal complaints:**

- Must be raised within 10 working days of the incident/matter subject to the complaint with the TRA employee involved or TRA Operations Director via admin@therailacademy.com
- TRA intends to deal with informal complaints within 15 working days.

Formal complaints:

- Must be raised within 10 working days of the outcome of an Informal Complaint or within 20 working days of the incident/matter subject with TRA Operations Director via admin@therailacademy.com
- Will receive an acknowledgement of the complaint raised within 10 working days.
- Shall be investigated and a report produced.
- Will receive a formal response to the complaint within 35 working days after acknowledgement.

Cath Bellamy, Managing Director

The Rail Academy



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