



**BLUE LION**  
TRAINING ACADEMY

**APPEALS  
POLICY AND PROCEDURE**

## DOCUMENT HISTORY

Version	Issued	Reason for Revision	Created by	Approved by
V1	Sept 2019	Initial release	Harj Dhanjal	Harj Dhanjal
V2	May 2020	COVID-19 Update	Harj Dhanjal	Harj Dhanjal
V3	Sept 2021	Updated in line with new QMS	Harj Dhanjal	Geeta Dhanjal

This Policy and Procedure document has been approved by the CEO / Director and is signed on release to the BLQMS on Monday.com as per the version control status in the above table:



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# APPEALS POLICY AND PROCEDURE

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Blue Lion Training Academy Limited (the 'Organisation') aims to provide defect-free products and services to its customers on time and within budget, we aim to audit our policies and procedures to drive continuous improvement. However, we accept that occasionally things can go wrong.

This Policy describes how staff, learners, employers, service providers, customers and the public may make an appeal to Blue Lion Training Academy if they are dissatisfied with any response from a complaint.

If you encounter a level of service that you feel does not meet your expectations, we would like to hear from you. Equally, if you are pleased with the services offered, or have a suggestion on how we might improve our services, please let us know by contacting us [info@bluelionta.com](mailto:info@bluelionta.com)

## POLICY STATEMENT

Blue Lion Training Academy is committed to providing a high-quality service for our Apprentices and full cost course learners and/or service users and external contacts, in a non-discriminatory way.

It is our policy to take all appeals seriously which have formed part of the complaints policy and procedure and to ensure that they are promptly investigated at an appropriate level. We are also committed, whenever possible, to act to reduce the likelihood of recurrence of similar problems.

We will take extra care ensuring any information identifying complainants is kept secure and confidential, processing information in accordance with our Data Protection Policy. Any records containing sensitive information and/or identifying the complainants for which the appeal is being made for will be kept secure and confidential for the retention period and will then be disposed of in a secure manner.

This Policy sets out rules on how to make an appeal and the process of dealing with any appeals made. The Appeals Policy and Procedure must be read in conjunction with our Complaints Policy and Procedure.



# APPEALS PROCEDURE

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All appeals must initially be made in writing to the Operations Director & DSL (Geeta Dhanjal via email or by post to [geeta.dhanjal@bluelionta.com](mailto:geeta.dhanjal@bluelionta.com))

Blue Lion Training Academy Limited  
Geeta Dhanjal  
19 St. Christopher's Way,  
Pride Park,  
Derby,  
DE24 8JY

Support can be made available for all those involved in appeals that includes parent, guardian, friend or supporter and help with completing the Written Complaint.

We only accept appeals in writing, by email or letter, except where we are required to make reasonable adjustments. Please let us know if this applies to you, either through a third party or by calling us on **07527179522** and we will arrange for someone to handle your appeal accordingly.

If you have difficulties in providing details in writing or if you are under 18, we will consider that the appeal is made on your behalf by a third party. You will need to confirm that we can communicate with that third party on your behalf. If the appeal is on behalf of more than one person, we will need written permission from everyone.

## THE APPEAL

If the complainant is unhappy with our decision and they wish to appeal, they should complete the appeals form (**Appendix 1**) and submit this to the Operations Director within five (5) working days of the date of the decision, saying that they disagree with the decision and giving their reason(s) why and providing any new evidence they seek to rely on.

The complainant will be invited to an appeal meeting, normally within ten (10) working days of Blue Lion Training Academy receiving the appeal form.

The complainant's appeal will be heard by an impartial manager or if necessary, an independent Director who has not been part of the process up until the appeal stage.

The complainant's appeal will either be a review of the grievance decision made or a complete rehearing, at our discretion. After the meeting the complainant will be given a decision, normally within 24 hours. Our decision is final and there is no further right to appeal.



If the appeal is linked to external activities such as, EPA, examination tests, results etc, we will signpost you to the appropriate Awarding Bodies who have their own complaints and appeals procedure.

## WHEN TO CONTACT THE ESFA

Complaints on behalf of learners (apprentices), parents, authorised representatives of the learners and employers should contact ESFA if the appeal decision is not acceptable by the complainant

You should email complaints to [complaints.esfa@education.gov.uk](mailto:complaints.esfa@education.gov.uk) or put them in a letter to:

Customer Service Team,  
Education and Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT



## APPENDIX 1 - CUSTOMER APPEALS FORM

To register a formal Appeal, please complete the form with as much detail as possible. Include who was involved, what occurred, times, dates, and evidence.

### YOUR DETAILS

Full Name	
Email	
Telephone	
Address	
Preferred method of contact: Phone or Email or Post	<input checked="" type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Post

### DETAILS OF APPEAL

Date of Formal Grievance Meeting	(DD/MM/YYYY)
Name and Titles of attendees at grievance meeting	
Please provide a summary of why you disagree with the complaints outcome below and attach any evidence you wish to be added within this appeal	
Signature:	
Date: (DD/MM/YYYY)	
<b>OFFICE USE ONLY</b>	
Outcome of appeal:	
Blue Lion Training Academy Director Name:	
Signature:	
Date: (DD/MM/YYYY)	



## Confirmation from Complainant

Decision: Tick one box only

Accepted

Rejected

Signed:

Date: (DD/MM/YYYY)

All complaints & appeals will be treated in the strictest of confidence, as private and confidential.

Please print, complete, sign and scan your completed form and email to [geeta.dhanjal@bluelionta.com](mailto:geeta.dhanjal@bluelionta.com)  
or by post: Blue Lion Training Academy, 19 St. Christopher's Way, Pride Park, Derby, DE24 8JY





# Get in touch!

Visit us online...

[www.BlueLionTA.com](http://www.BlueLionTA.com)

Call us...

01332 738625

Email us...

[info@BlueLionTA.com](mailto:info@BlueLionTA.com)

Find us...

Blue Lion Training Academy Limited

19 St. Christopher's Way,

Pride Park,

Derby.

DE24 8JY



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