

The MOT Club Enquiries & Appeals Policy

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Introduction

This document details the process of registering an enquiry or appeal by learners to The MOT Club in relation to assessment decisions.

It explains the timescales for dealing with enquiries and appeals, the methods of registering the enquiry or appeal, to whom an initial enquiry or appeal should be made, the steps if the initial enquiry or appeal is not resolved and the process of using an independent 3rd party should the enquiry or appeal still not get resolved.

General

The MOT Club endeavours at all times to ensure that all enquiries are resolved to the satisfaction of The MOT Club and the learner before any appeals process is invoked.

Where an enquiry or appeal against The MOT Club actions or decisions is upheld, any charges will be refunded or rescinded. Where the original The MOT Club decision is upheld, the cost of the enquiry or appeal will be charged to the learner.

Learner wishes to have further advice on any matters concerning The MOT Club policy, they should contact complaints@themotclub.com

Scope of Policy

The scope of this policy covers the decisions made and actions taken by The MOT Club with regard to assessment decisions in relation to learners and to its compliance with the Regulators' Conditions of Recognition.

Registering an Enquiry or Appeal

All enquires or appeals should be put in writing directly to complaints@themotclub.com providing the following information within 10 working days of assessment results:

- Candidate/learner name.
- Course Location

- Course title.
- Date of examination.
- Reason for the enquiry or appeal.
- Provide any evidence for the appeal.

Processing Enquires & Appeals

Your enquiry or appeal will be logged as soon as it is received and passed to the appropriate The MOT Club Team for action.

An acknowledgement will be made within five working days of receipt of any written enquiry or appeal.

The appeal will be reviewed by The MOT Club Director and Tutor forming the appeals panel, once all evidence has been submitted the appeal will be reviewed within 10 working days. Further timescales will be communicated once the appeal is underway.

Should you feel the need to take further action if the appeal is not upheld then you should contact ABC Awards who are the awarding body that regulates the learning and assessment activities of The MOT Club.

Website - www.abcawards.co.uk

Email - complianceandregulation@abcawards.co.uk

Outcomes of Enquiries and Appeals

Where an enquiry or an appeal is upheld and the outcome is seen to have a wider impact on other learners, The MOT Club will ensure that:

- The error is corrected, or if it cannot be corrected for any reason, the effect of such an outcome is mitigated.
- Policies and procedures are reviewed to prevent any future recurrence.

Timescales

The MOT Club aims to keep the learner informed at all stages of the enquiries and appeals processes and will:

- Acknowledge written enquiries and appeals within 5 working days of receipt.
- Complete all actions within the timescales specified.
- Act without undue delay when an Appeals Panels needs to be convened.
- will retain all evidence pertaining to an enquiry/appeal for a minimum period of three months.

Further Action

Should a learner disagree with any other decisions made by The MOT Club, these will be dealt with via ABC Awards Enquiries and Appeals Policy.

Quality Assurance

This policy will be reviewed annually to meet regulatory compliance or following any case of confirmed malpractice.