

Form Title: Appeals & Complaints Process
Form Ref: POL 032
Author: Role Training Ltd
Date: June 2026
Version: V1.0



Appeals and Complaints Process

1. Purpose

Role Training Ltd is committed to delivering high-quality training and assessment. This process ensures that complaints and appeals are handled fairly, consistently, and in a timely manner, with escalation to NSAR where required.

2. Scope

This process applies to all learners, employers, sponsors, and staff and covers complaints relating to service delivery and appeals relating to assessment decisions.

3. Definitions

Complaint: Dissatisfaction relating to service, systems, processes, or delivery.

Appeal: A formal request to review an assessment decision, progression outcome, or related decision.

4. Complaints Process

Stage 1 – Informal Resolution:

Raise concerns with the Trainer or relevant staff member.

Stage 2 – Formal Complaint:

Submit in writing within 30 days. Role Training will acknowledge within 5 working days and investigate.

Stage 3 – Outcome:

Written response within 15 working days including decision, justification, and actions.

Stage 4 – Escalation to NSAR:

If the matter remains unresolved after completion of Role Training Ltd's internal process, it may be referred to NSAR (National Skills Academy for Rail) via support@nsar.freshdesk.com. NSAR's decision is final.

5. Appeals Process

Stage 1 – Submission:

Appeals must be submitted in writing within 30 days.

Stage 2 – Initial Review:

Reviewed by the Trainer, then Training Manager.

Stage 3 – Independent Review:

Escalated to Internal Quality Assurer or independent verifier.

Stage 4 – Outcome:

Written decision within 15 working days.

Stage 5 – Escalation to NSAR:

If the matter remains unresolved after completion of Role Training Ltd's internal process, it may be referred to NSAR (National Skills Academy for Rail) via support@nsar.freshdesk.com. NSAR's decision is final.

6. Submission of Complaints and Appeals

Complaints and appeals must be submitted in writing and should include the learner's name, course title and date, details of the complaint or appeal, any supporting evidence, and the outcome being sought. Submissions should be sent to David McHugh Managing Director by email at training@rolegroup.co.uk or by post to Unit 3, James Yard, 480 Larkshall Road, Highams Park, E4 9UA. Learners must exhaust Role Training Ltd's internal complaints and appeals process before referring

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7. Confidentiality and Fair Treatment

All complaints and appeals will be handled confidentially and only shared with those involved in investigating and resolving the matter. No learner, employer, sponsor, or staff member will be disadvantaged as a result of raising a complaint or submitting an appeal in good faith.

8. Grounds for Appeal and Investigation

Appeals may be submitted where a learner believes an assessment decision was unfair, inconsistent, not in line with assessment criteria, or where relevant evidence was not fully considered. Investigations may include reviewing documentation, interviewing relevant parties, and considering any evidence submitted. Where additional time is required, the complainant or appellant will be informed in writing of the reason for the delay and provided with a revised timescale.

9. Records and Monitoring

All complaints and appeals will be logged, monitored, and reviewed to support continuous improvement and quality assurance.

10. Communication

This process is communicated to all learners at the start of their course and forms part of staff induction and quality assurance processes.

11. Related Policies

This process should be read alongside the Equality and Diversity Policy, Data Protection Policy, Compliance Manual, Quality Assurance arrangements, and any relevant learner guidance or staff procedures.

This policy statement will be formally reviewed on an annual basis.

Signed: 

Role: David McHugh - Managing Director
Date: June 2026