

Food Allergy Aware (FATC)

Food Allergy Aware (FATC) has developed this Complaints and Appeals Procedure in line with the requirements of the awarding organisations we work with. The procedure is designed to protect the interests of learners, clients, and other stakeholders, and to safeguard the integrity, quality, and credibility of the qualifications and training we deliver.

Food Allergy Aware our partners, contractors, and trainers and STCC, are committed to maintaining the highest standards of service, training, and assessment. While every effort is made to provide a positive learning experience, we recognise that concerns may occasionally arise. Where this occurs, we are committed to handling complaints and appeals fairly, consistently, and promptly.

Definitions

Complaint Any expression of dissatisfaction from a learner, candidate, client, or customer relating to services, training, or support provided (or expected to be provided) by Food Allergy Aware (FATC), STCC, or their employees.

Appeal A request from a learner or candidate for a review of an assessment result or other formal decision made by FATC or an awarding organisation.

Complaints Procedure

How to Make a Complaint

All complaints must be submitted in writing via email to: **consultancy@fatc.co.uk**

Complainants should include:

- Full name and contact details
- Details of the training course or service attended
- Date(s) of training or assessment
- A clear description of the concern or issue
- Any relevant supporting information

Managing a Complaint

1. Food Allergy Aware will assume responsibility for managing the complaint and will create a formal record.
2. Written acknowledgement of receipt will be issued within **14 calendar days**, confirming that the complaint has been received and is under review.
3. The complaint will be investigated, with relevant individuals consulted and any required remedial actions identified. The complainant may be contacted for clarification or additional information.
4. A full written response will normally be provided within **28 calendar days**, including details of any corrective actions taken where appropriate.
5. If the complaint cannot be resolved within this timeframe, the complainant will be informed of the delay and provided with an estimated completion date.

6. While every effort will be made to provide a transparent response, certain information (for example, disciplinary or personnel matters) may be withheld in line with data protection requirements.

Appeals Procedure

Candidates have the right to appeal if they are dissatisfied with:

1. An assessment or complaint decision made by Food Allergy Aware (where applicable)
2. An assessment decision made by an Awarding Organisation
3. A decision by Food Allergy Aware not to support an enquiry or appeal to an Awarding Organisation

Appeals may be addressed through **informal** or **formal** procedures. Formal procedures should only be used where the informal process has been exhausted or is inappropriate.

All appeals to awarding bodies must follow the **formal appeals procedures of the relevant Awarding Organisation** and must be supported by the Head of Centre.

Awarding Organisation Contacts

Awarding Body	Contact	Company
CIEH	Sally Trice	STCC
HABC	Caroline Benjamin	Food Allergy Aware

Every effort will be made to resolve disputes as close as possible to the point of origin. Appeals records will be retained by Food Allergy Aware for a minimum of **18 months** and made available to awarding bodies upon request.

Managing an Appeal

Food Allergy Aware will assume responsibility for handling the appeal and maintaining a formal record.

- Written acknowledgement of receipt will be issued within **14 calendar days**.
- The appeal will be reviewed, involving all relevant parties and identifying any required remedial actions.
- The appellant may be contacted for further information during this process.

Informal Appeals Procedure

1. Where a candidate wishes to appeal against the quality of provision or an assessment decision, they should first raise the matter directly with the tutor or Head of Centre.
2. If unresolved, the candidate may request a personal meeting with the Head of Centre.
3. Prior to this meeting, the Head of Centre will obtain an independent second opinion on the original decision.
4. If the issue remains unresolved following these steps, the candidate may proceed to the formal appeals procedure.

Formal Appeals Procedure

Where the informal process has been exhausted:

1. The appellant must submit a formal appeal in writing to the Head of Centre.
2. Within **28 working days** of receipt, the Head of Centre will communicate the decision in writing to the learner or candidate.
3. Decisions made by the Head of Centre relating to the quality of teaching or provision are final.
4. If the appeal relates to an assessment decision and the appellant remains dissatisfied, they may progress the appeal through the Awarding Organisation's formal appeals procedure. This must be supported by the centre.
5. Details of Awarding Organisation appeals procedures and points of contact are available upon request from the centre.

Foodallergyaware.co.uk/training

Policy due for review February 2028

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