



Enquiries, Appeals and Complaints Policy

A2A Qualifications Limited

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Applies to	Apprentices, employers, training providers / centres and other stakeholders

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1. Purpose

This policy explains how A2A Qualifications Limited (“A2A”, “we”, “us”) handles enquiries, complaints and appeals relating to the apprenticeship assessment and regulated qualifications for which we are the awarding organisation. It is designed to be fair, accessible, impartial and consistent, and to meet our obligations as an Ofqual-regulated awarding organisation.

2. Scope and our commitment

2.1 What this policy covers

This policy covers decisions and services for which A2A is responsible, including:

- assessment outcomes and grades that we confirm, including centre-marked components that we moderate under our Centre Assessment Standards Scrutiny (CASS) arrangements;
- gateway and readiness decisions;
- decisions to decline a reasonable adjustment or special consideration;
- the outcome of a malpractice or maladministration investigation; and
- the standard of service we provide.

2.2 What this policy does not cover

This policy does not cover matters that are the responsibility of a training provider, centre or employer (for example on-programme teaching, or a centre’s own internal processes), points of law, or matters that pre-date our involvement. Where a complaint concerns a centre’s delivery, the centre’s own process should be used first. We will still consider any matter that affects the integrity of assessment or a certification decision, because that decision remains ours.

2.3 Our commitment

In handling enquiries, complaints and appeals we will:

- make it as easy as possible to raise a matter with us;
- deal with it promptly, politely and, where appropriate, confidentially;
- ensure it is considered by someone who was not involved in the original decision;
- use what we learn to improve our service; and
- ensure that no one who raises a concern in good faith is treated less favourably as a result.

2.4 Your other rights

Nothing in this policy limits or replaces any right you have under the Equality Act 2010 or data protection law, or your right to raise concerns with Ofqual once our own process is complete (see Section 10).

3. Regulatory basis



This policy is written to meet Ofqual's General Conditions of Recognition, in particular:

- Condition I1 (Appeals process), including the requirement at I1.2(c) that an appeal is determined with input from at least one person who was not connected to the original assessment decision;
- Condition I2 (compliance with Ofqual's own appeals and complaints process);
- the governance Conditions in Section A relating to conflicts of interest and to malpractice and maladministration; and
- Condition H2 (Centre Assessment Standards Scrutiny), where assessment is delivered by approved centres under our oversight.

Personal data is processed in line with the UK GDPR and the Data Protection Act 2018. Ofqual is currently consulting on introducing overarching Principles into the Conditions of Recognition; we will update this policy if the Conditions change.

4. Definitions

Enquiry: a request to check or better understand a decision or result before deciding whether to appeal.

Complaint: an expression of dissatisfaction about our service, conduct or processes.

Appeal: a formal challenge to a decision we have made — including an assessment outcome or grade, a gateway or readiness decision, a reasonable adjustment or special consideration decision, or the outcome of an investigation.

Centre: a training provider approved by A2A to deliver assessment activity within an agreed scope under our CASS arrangements.

5. Who can use this policy

This policy may be used by apprentices, employers, training providers and centres, or by a representative acting on their behalf with the apprentice's written consent.

6. Stage 1 – Informal resolution and enquiries about results

Many matters can be resolved quickly and informally. Please contact us by email at info@a2aqualifications.co.uk in the first instance. If you would like to understand the reasons for a result before deciding whether to appeal, you may ask for an enquiry and we will explain the decision. Using the informal route does not extend the deadline for making a formal appeal (see Section 8).

7. Complaints

7.1 Grounds for a complaint

A complaint may relate to, for example, our service or communication, timeliness, the conduct of our staff or associates, fees, data protection, our website, quality assurance, or incorrect advice.



7.2 How to complain

Complaints should be made in writing using the form at Annex A, by email to info@a2aqualifications.co.uk, within 10 working days of the event being complained about.

7.3 How we handle complaints

1. We acknowledge receipt within 5 working days and log the complaint centrally.
2. The complaint is investigated by the Compliance Manager, or a senior member of staff who was not involved in the matter.
3. We provide an update within 10 working days.
4. We provide a written outcome within 20 working days. Where a complaint is complex, we may take up to a maximum of 40 working days, and will tell you in writing if so, with the reasons and a revised timescale.

Where a complaint is upheld in whole or in part, we will apologise and take appropriate corrective action, which may include reviewing our processes, procedures or staff training. There is no charge for making a complaint. If you remain dissatisfied, you may be able to escalate the matter (see Section 10).

8. Appeals

8.1 Grounds for an appeal

You may appeal where, for example, you believe that:

- procedures were not applied properly, consistently or fairly;
- a request for a reasonable adjustment or special consideration was wrongly declined;
- a gateway or readiness decision was incorrect;
- the outcome of a malpractice or maladministration investigation was wrong; or
- an assessment outcome or grade that we have confirmed does not reflect the evidence.

8.2 Time limit

Appeals must be made in writing using the form at Annex B, within 10 working days of being notified of the decision being appealed.

8.3 Independence

Every appeal is considered by a competent person who was not involved in the original decision. Where a re-mark or re-assessment is required, it is carried out by an assessor who did not make the original decision. This meets the independence requirement in Condition I1.

8.4 Fees

An appeal that seeks a change to a grade or assessment outcome carries a fee of £400, payable before any re-assessment takes place. The fee is refunded in full if the outcome is changed in your favour. Following a re-assessment the outcome may be confirmed, increased or lowered; we will explain this



and obtain your written agreement before we proceed. No fee applies to an appeal about how a decision or process was handled.

8.5 How we handle appeals

1. We acknowledge receipt within 5 working days.
2. We contact the appellant to confirm agreement to proceed, including confirming that a grade may go down as well as up following a re-assessment.
3. We investigate, which may include a full re-mark, re-assessment or quality assurance review by staff who were not involved in the original decision.
4. We provide an update within 10 working days.
5. We provide a written outcome within 20 working days. Where an appeal is complex, we may take up to a maximum of 40 working days, and will tell you in writing if so, with the reasons and a revised timescale.

The outcome of the internal appeal is final unless you request an independent review (see Section 9).

8.6 Matters that cannot be appealed

This list is not exhaustive, but the following are generally outside the scope of an appeal:

- matters outside our involvement, or decisions made by a training provider, centre or employer;
- points of law;
- matters that should be dealt with under an employer's disciplinary or grievance procedures; and
- appeals submitted after the 10-working-day deadline, unless we agree there is good reason — for example, where a disability or other need affected the ability to submit in time.

9. Independent review

If you remain dissatisfied after the internal appeal, you may request an independent review within 10 working days of the appeal outcome. The review is carried out by an independent reviewer who is not an employee of, or assessor for, and is not otherwise connected to A2A, who has the relevant competence and no personal interest in the decision. We will share information for this purpose only with your written consent and under a data-sharing agreement. The decision of the independent review concludes A2A's internal process; learners taking a regulated qualification keep the right to raise concerns with Ofqual (see Section 10).

10. Escalation to Ofqual and other bodies

Learners taking a regulated qualification have a right to raise concerns with Ofqual; however, Ofqual requires our own process to be exhausted first (see Ofqual complaints and appeals at [ofqual.gov.uk](https://www.ofqual.gov.uk)). We will inform and cooperate with Ofqual, Skills England and any other relevant body where required, in line with our regulatory obligations.



11. Accessibility and reasonable adjustments to this process

We will make reasonable adjustments to this process itself so that no one is disadvantaged in raising a complaint or appeal. If the form or the timescales are difficult for you because of a disability or other need, please contact us and we will agree an accessible alternative. See also our Reasonable Adjustments and Special Considerations Policy.

12. Repeated or vexatious contact

We treat everyone respectfully and ask for the same in return. We may decline to progress a complaint or appeal that has no clear basis, that repeats a matter already resolved, or that is pursued in a way that is abusive or vexatious. Where we do so, we will explain our reasons in writing.

13. Records, confidentiality and data protection

We log all formal complaints and appeals centrally and report them to our senior management and governance arrangements. Personal data is processed in line with the UK GDPR, the Data Protection Act 2018 and our Data Protection Policy. Special-category information (for example health or disability evidence) is handled only where a lawful basis applies and is shared with third parties only with consent and appropriate safeguards.

14. Monitoring and review

We review the outcomes of complaints and appeals to improve our service. We review this policy at least every 12 months, or sooner if the Conditions of Recognition or our arrangements change.

15. How to contact us

Email: info@a2aqualifications.co.uk

Website: www.a2aqualifications.co.uk

Document control

Version	Date	Author	Summary of changes	Approved by
1.0	10 June 2026	Quality Team	Consolidation of Appeals Procedure V4 and Customer Service and Complaints Policy V5 into a single policy; aligned to the current Conditions of Recognition; updated organisational identity and terminology.	Louise Warren, Director



Annex A – Complaint form

Please complete this form and email it to info@a2aqualifications.co.uk within 10 working days of the event.

Name and contact details of person raising the complaint	
Relationship to the apprentice (if employer / provider)	
Apprentice name	
Employer name and contact details	
Training provider / centre name	
Apprenticeship standard or qualification	
Date of the event	
Name of staff involved (if known)	
Details of the complaint	
What outcome are you seeking?	
Is this an anonymous or whistle-blowing complaint? (details)	
Signature and date	



Annex B – Appeal form

Please complete this form and email it to info@a2aqualifications.co.uk within 10 working days of being notified of the decision. A £400 fee applies to appeals seeking a change to a grade or assessment outcome and is payable before any re-assessment; it is refunded in full if the outcome changes in your favour. Please note that a grade can go down as well as up following a re-assessment.

Apprentice / appellant name	
Contact details	
Apprenticeship standard or qualification, and level	
Training provider / centre name	
Decision being appealed and date notified	
Assessor / IQA name (if known)	
Grounds for the appeal	
What outcome are you seeking?	
Supporting information attached	
Appellant signature and date	
Provider / employer supporting statement (if any)	

Office use only

Received by / date	
Independent decision maker(s)	
Outcome	
Fee refund (Y/N) and accounts notified	
Date of final response	