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# UK Therapy Guild Academy of Integrative Counselling & Hypnotherapy Training

## Complaints and Appeals Procedure

**Director:** Nichola Doyle **Effective Date:** 05 June 2025 **Review Date:** 04 June 2028

### 1. Our Commitment

The UK Therapy Guild Ltd is dedicated to providing the highest quality training and a safe, supportive learning environment for all students. We recognise that on occasion, issues can arise. We take all feedback, concerns, and complaints seriously and see them as valuable opportunities to improve our services.

This procedure ensures that any student who wishes to raise a complaint or appeal an assessment decision can do so in a clear, fair, and timely manner. We are committed to resolving issues constructively and professionally. All matters will be handled with sensitivity and confidentiality. No student will be penalised or disadvantaged for raising a legitimate concern.

This policy is overseen by our Director, Nichola Doyle.

### 2. Scope of the Policy

This policy applies to all current and former students of the UK Therapy Guild Ltd. It covers two distinct areas:

- **General Complaints:** Concerns regarding any aspect of the training experience, including the quality of teaching, resources, facilities, administration, or the conduct of staff or other students. (See Part A)
- **Assessment Appeals:** Disagreement with a formal assessment decision or grade based on specific, permissible grounds. (See Part B)

This policy does not cover anonymous complaints, as it is essential to be able to investigate and communicate effectively. However, we will consider the substance of any such concerns at our discretion.

### 3. Guiding Principles

- **Confidentiality:** All complaints and appeals will be handled with the utmost confidentiality, shared only with those directly involved in the investigation and resolution process.
- **Impartiality:** Each case will be investigated fairly and objectively.
- **Timeliness:** We aim to resolve all matters as quickly as possible, adhering to the timeframes set out in this policy. We will keep you informed of any necessary delays.
- **Support:** You may be accompanied and supported by a friend, colleague, or representative at any meeting during the formal stages of this procedure.

## Part A: General Complaints Procedure

This procedure is for addressing any non-assessment related concerns. We encourage informal resolution in the first instance.

### Stage 1: Informal Resolution

Most concerns can be resolved quickly and effectively by speaking directly with the person involved.

1. **Raise the Concern:** Please raise your concern directly with your tutor or the relevant staff member as soon as possible. Explain the issue clearly and state your desired outcome.
2. **Discussion:** The staff member will listen to your concerns and discuss potential solutions with you.
3. **Resolution:** We aim to resolve the issue at this stage within 10 working days.

If you do not feel comfortable raising the issue directly, or if you are not satisfied with the outcome of the informal discussion, you should proceed to Stage 2.

### Stage 2: Formal Complaint

1. **Submission:** Submit your complaint using the **General Complaints Form (see Appendix 2)**. This should be sent in writing (by email or post) to the Director, Nichola Doyle, and marked "Formal Complaint".
2. **Contact Details for Submission:**
  - **Email:** nicholadoyle@uktherapyguild.co.uk
  - **Postal Address:** UK Therapy Guild Ltd, 60 Roseworth Avenue, Orrell Park, Liverpool L9 8HF
  - **Attn:** Nichola Doyle, Director
3. **Acknowledgement:** You will receive a written acknowledgement of your complaint within 5 working days of receipt. This will confirm who is investigating the matter.
4. **Investigation:** The Director will conduct a thorough investigation. This may involve reviewing evidence and speaking with you, the staff member(s) involved, and any relevant witnesses.
5. **Outcome:** You will receive a full written response within 20 working days of the acknowledgement. This response will detail the findings of the investigation, the decision reached, and the reasons for that decision. If the investigation is complex and requires more time, you will be notified in writing of the delay and given a new expected response date.

### Stage 3: Formal Review

If you are not satisfied with the outcome of Stage 2, you may request a final review. A review will only be considered on the following grounds:

- A procedural error occurred during the Stage 2 investigation.
  - New evidence has come to light that was not available during the initial investigation.
  - The outcome is demonstrably unreasonable given the evidence.
1. **Request for Review:** You must submit a "Request for Review" in writing to the Director within 10 working days of receiving the Stage 2 outcome. Your request must clearly state the grounds for the

review.

2. **Review Process:** The review will be conducted by an impartial party not previously involved in the complaint. This will be either a designated senior associate of the Guild or an independent external mediator appointed by the Director.
3. **Final Decision:** The reviewer will assess the Stage 2 process and decision. You will receive a final written decision within 20 working days. This decision is final and concludes the UK Therapy Guild Ltd's complaints procedure.

## **Part B: Assessment Appeals Procedure**

This procedure is exclusively for appealing a formal assessment decision or grade. An appeal cannot be made simply because you are disappointed with your grade.

### **Grounds for Appeal**

An appeal may only be submitted on one or more of the following grounds:

- **Procedural Irregularity:** The assessment was not conducted in accordance with the stated regulations or procedures.
- **Extenuating Circumstances:** There were personal circumstances affecting your performance that you were unable or, for valid reasons, unwilling to disclose before the assessment took place.
- **Bias or Prejudice:** There is clear evidence of bias or prejudice on the part of the assessor.

### **Step 1: Informal Feedback**

Before lodging a formal appeal, you are required to seek feedback from your tutor or the assessor who marked your work. This will help you understand how the grade was awarded and may resolve your concerns without needing a formal process. This should be done within 5 working days of receiving your grade.

### **Step 2: Formal Assessment Appeal**

1. **Submission:** If you still wish to proceed after receiving feedback, you must submit a formal **Assessment Appeals Form (see Appendix 1)** to the Director, Nichola Doyle. This must be submitted within 10 working days of receiving your feedback.
2. **Acknowledgement:** You will receive an acknowledgement of your appeal within 5 working days.
3. **Initial Review:** The Director will review the appeal to ensure it meets the valid grounds. If it does not, the appeal may be dismissed, and you will be informed in writing with a clear rationale.
4. **Appeal Investigation:** If the appeal is upheld for consideration, it will be investigated by a staff member who was not involved in the original assessment process. They will review all relevant documentation and may speak with you and the original assessor.
5. **Outcome:** You will receive a written response detailing the outcome of the investigation and any resulting action (e.g., the grade is upheld, the work is to be re-marked) within 15 working days.

### **Step 3: Appeal Panel Review**

If you are not satisfied with the outcome of Step 2, you may request a final review by an Appeal Panel.

1. **Request:** A request must be made in writing within 10 working days of the Step 2 outcome, explaining why you remain dissatisfied.
2. **Panel:** The Director will convene a panel comprising at least two individuals not previously involved, one of whom may be an independent external assessor from the therapy field.
3. **Decision:** The Panel's review is final. Their decision will be communicated to you in writing within 20 working days and will conclude the appeals process.

## **APPENDIX 1: Assessment Appeals Form**

### **UK Therapy Guild Academy of Integrative Counselling & Hypnotherapy Training**

#### **Assessment Appeals Form**

**Purpose of this form:** This form is to be used by a student who wishes to formally appeal an assessment decision. An appeal will only be considered if there are valid grounds to do so. Please complete this form as clearly and fully as possible.

**Submission:** Please submit the completed form and any supporting evidence to the Director within 10 working days of receiving your assessment feedback. You can submit it via email to [nicholadoyle@uktherapyguild.co.uk](mailto:nicholadoyle@uktherapyguild.co.uk) or by post to 60 Roseworth Avenue, Orrell Park, Liverpool L9 8HF.

#### **Section 1: Appellant's Details**

- Full Name:
- Student ID Number:
- Email Address:
- Contact Telephone Number:

#### **Section 2: Assessment Details**

- Course/Programme Title:
- Module/Unit Title:
- Name of the Assessor:
- Date of Assessment/Submission Deadline:
- Date You Received the Assessment Result/Feedback:

**Section 3: Grounds for Appeal** Please select the grounds on which you are making this appeal. You must provide evidence to support your claim. (You may select more than one)

- **Procedural Irregularity:** There was a significant error in the way the assessment was conducted which you believe has disadvantaged you.
- **Improper Application of Assessment Regulations:** You believe the assessment criteria or marking scheme were not applied correctly to your work.
- **Bias or Prejudice:** You believe the assessor has shown demonstrable bias in their marking.

- **Undisclosed Extenuating Circumstances:** You had significant personal circumstances (e.g., illness) that you were unable to declare before the assessment deadline, and these circumstances had a direct and adverse effect on your performance. You will need to provide evidence and a reason why this was not disclosed earlier.
- **Other (Please specify):**

**Section 4: Statement of Appeal** Please provide a detailed statement explaining your reasons for the appeal. Refer to the grounds you selected in Section 3 and explain how you believe this has affected your assessment outcome. Attach additional pages if necessary. *(Please write your detailed statement here)*

**Section 5: Desired Outcome** Please state what you hope to achieve through this appeal. (e.g., an opportunity to be reassessed, the work to be remarked by a different assessor, etc.) *(Please state your desired outcome here)*

**Section 6: Supporting Evidence** Please list all the documents you are submitting as evidence to support your appeal. Examples include medical certificates, email correspondence, or the assessed work itself. 1. 2. 3.

**Section 7: Declaration** I declare that the information I have provided in this form and in any attached documentation is, to the best of my knowledge, true and accurate. I understand that submitting false information may lead to disciplinary action.

- Signature:
- Date:

#### **For Office Use Only**

- *Date Received:*
- *Form Complete (Y/N):*
- *Received By:*
- *Appeal Reference Number:*
- *Initial Action/Forwarded to:*
- *Date of Panel Meeting:*
- *Outcome of Appeal:*
- *Date Appellant Notified of Outcome:*

## **APPENDIX 2: General Complaints Form**

### **UK Therapy Guild Academy of Integrative Counselling & Hypnotherapy Training General Complaints Form**

**Purpose of this form:** This form is for students, staff, or visitors who wish to raise a formal complaint about any aspect of their experience with the Academy, excluding academic assessment results (for which a

separate Assessment Appeals Form should be used).

**Confidentiality:** Your complaint will be handled with sensitivity and in confidence. Information will only be shared with those directly involved in the investigation process.

**Submission:** Please submit the completed form and any supporting evidence to the Director within 21 working days of the incident. You can submit it via email to nicholadoyle@uktherapyguild.co.uk or by post to 60 Roseworth Avenue, Orrell Park, Liverpool L9 8HF.

### Section 1: Your Details

- Full Name:
- Are you a: (Please tick one)
  - Student (ID Number: \_\_\_\_\_)
  - Staff Member
  - Visitor
  - Other (Please specify): \_\_\_\_\_
- Email Address:
- Contact Telephone Number:

### Section 2: Complaint Details

- Date(s) of incident(s):
- Location of incident(s) (e.g., specific classroom, online forum):
- Name(s) of any individual(s) this complaint primarily concerns (if applicable):
- Nature of your Complaint: (Please select all that apply)
  - Conduct of a staff member
  - Conduct of a peer/fellow student
  - Quality of teaching or course delivery
  - Facilities, venue, or resources
  - Administration or communication
  - Bullying or harassment
  - Health and safety concern
  - Other (Please specify):

**Section 3: Detailed Description of Complaint** Please provide a clear and detailed account of your complaint. Include relevant facts, dates, times, and the sequence of events. Explain why you are dissatisfied and how you have been affected. Attach additional pages if necessary. *(Please write your detailed description here)*

**Section 4: Desired Resolution** Please outline what action you would like the Academy to take to resolve this matter. While we cannot guarantee a specific outcome, this will help us understand your expectations.

*(Please state your desired resolution here)*

**Section 5: Supporting Evidence** Please list all the documents or materials you are submitting as evidence to support your complaint. Examples include emails, screenshots, photographs, or names of any witnesses we could speak to. 1. 2. 3.

**Section 6: Declaration** I declare that the information I have provided in this form and in any attached documentation is, to the best of my knowledge, true, complete, and accurate. I understand that a formal investigation may be initiated based on this complaint.

- Signature:
- Date:

**For Office Use Only**

- *Date Received:*
- *Form Complete (Y/N):*
- *Received By:*
- *Complaint Reference Number:*
- *Assigned to for investigation:*
- *Date Complainant Acknowledged:*
- *Summary of Action Taken:*
- *Date Complainant Notified of Outcome:*