

Leader as Coach/Mentor programme

Complaint & Appeal Policy and Procedures

Background

White Willow Partners Limited is a small HR consulting firm specialising in delivery of coaching and coaching supervision services. We seek to provide a supportive learning environment that is responsive to individual learner needs and the needs of their organisation.

It is a minimum criterion for any programme delivered that the learner is fluent in English language. We recognise that some learners participating in programmes may have English as a second language, used primarily for business purposes. These individuals should still be able to participate in the programmes as they will be able to maintain a level of learning across all activities, like native speakers. Those learners who don't possess a fluent, business level of English language, will be consulted on a case-by-case basis to explore their specific needs during the programme and we will

This document outlines the complaint and appeals process applicable to all learners of the programme.

Scope of Policy

This document seeks to set out the complaint process and appeal process should a learner, client and/or client organisation be dissatisfied with the learning of the programme, the decision for accreditation as a coach/mentor.

Principles

If a learner, client, client organisation is dissatisfied with any element of the programme, in the first instance they should raise with us. We will seek to immediately resolve the issue. However, if we're unable to resolve the issue then a formal complaint can be raised.

If a learner is dissatisfied with an assessment decision, they have the right to appeal.

There are 3-stages in the appeals process and each stage must be exhausted before progressing to the next. Learners are advised to retain copies of any communication, materials, information they provide, as they're going to be needed in the appeal.

The main reasons for an appeal are:

- A learner doesn't understand why they aren't yet regarded as completing the requirements of the accreditation, due to a lack of clarity around the programme requirements
- A learner doesn't understand why they aren't deemed competent due to unclear feedback received from the programme faculty team



- A learner believes they are competent yet the requirements to meet the accreditation haven't been evidenced clearly in their application.

Appeal process

The process for appeal is explained below:

- The learner should first discuss with us, exploring feedback received from the EMCC and identifying reason for not being awarded accreditation. If at this stage we can't resolve, the learner should put their appeal in writing and clearly indicate:
 - The points of disagreement
 - Evidence in their coaching portfolio which they believe meet the requirements of accreditation framework.
- This will be submitted to our independent, external verifier for review and feedback.
- The external verifier will aim to respond within 10 working days. A written summary of their findings will be provided to all parties.
- If this process doesn't resolve the issue, the learner has the option to submit a formal complaint to the external awarding body (EMCC). The learner should put in writing, their complaint, supported by evidence of the appeals process completed.
- The awarding body (EMCC) will have 20 working days to review and share their feedback. The awarding body (EMCC) might choose to source an external verifier from their panel to review the complaint/investigate. This will mean all information shared as part of the complaint will be forwarded to the external verifier. There might be a fee for this process, this will need to be paid by the learner, client and/or client organisation. If the complaint is upheld, we will reimburse the fee to the payee.
- If the complaint is not upheld, the learner has the right to submit a written appeal to the awarding body (EMCC) internal complaints/appeals committee. They will hear the case behind closed doors and inform all parties of their decision in writing within 20 working days. This decision will be full and final. Again, a fee may be payable for this process. As noted above, the learner, client and/or client organisation will be responsible for paying the fee. We will reimburse the payee should the appeal be upheld.

Contact details:

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Awarding body contact details available from White Willow Partners Limited

Version control

Date created	4 May 2022
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Version last updated	n/a
Created by	Carrie White, on behalf of White Willow Partners Limited
Version number	1.1