Complaints & Appeals Policy

Gecko Programmes is committed to providing quality training, delivered by competent trainers skilled in their own particular area/s of expertise. Assessment of learners' performance will be fair and will comply with the criteria laid down by the relevant Lead Body.

In the event that a learner is dissatisfied with any aspect of our service we ask that it be immediately brought to our attention. In the first instance this should be through the relevant member of staff, i.e., tutor, assessor or support person. If it is not possible to resolve the complaint informally or if the complaint is considered too serious for informal resolution, complainants should be requested to provide full details, in writing, either by letter or email; this should be within six weeks of the events about which they are complaining.

Complaint details should include:

- name
- a contact address (and preferably telephone number and/or email address)
- programme title (if a learner with Gecko Programmes)
- the date on which the problem arose
- whether anyone else was affected, or saw what happened
- all other relevant information

Formal complaints should be addressed to the Quality Manager at the company's registered office address:

Ms Jacky Maynard
Gecko Programmes
Newhampton Arts Centre, Dunkley Street, Room 113
Wolverhampton
West Midlands
WV1 4AN

Email: jacky@geckoprogrammes.co.uk or telephone 0121 690 9563

All information gained when a formal complaint is made and investigated will be kept as confidential as is reasonably possible.

A full investigation will be conducted with the aim of completing a written response within a maximum of 10 working days. If the complaint cannot be sufficiently investigated within this time period, the investigating manager must write to the complainant before the expiration of the 10-day response deadline to explain what action is being taken and to provide an estimate of when a full response will be provided.

Should the complainant remain dissatisfied the matter will be brought to the attention of the Managing Director, Jasbir Behal, who will make the final decision.

If we cannot resolve the problem to the complainant's satisfaction, they can (if applicable) forward their complaint to the funding partner on whose behalf the training was delivered (Gecko Programmes's delivery partner). We will provide the details of the relevant contact upon request (although these details, if applicable, will have been provided to all learners during enrolment/induction).

As an alternative, or in addition, an appeal may be made to the relevant awarding or accrediting body. We will provide the relevant address; please note an appeal may have to be routed through the funding partner with whom the learner is registered (if applicable).

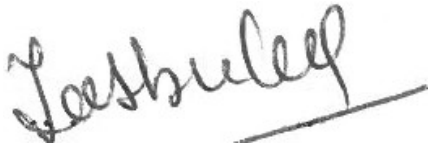
If it is felt that an assessment was incorrect, learners can appeal through the channels outlined above to the relevant body although a charge made be made for this service by the body concerned. If a satisfactory solution is still not reached and appeal may to made, through Gecko Programmes and the relevant funding partner, to the Independent Appeal Authority. Again, this may incur a fee. Full details of how to do this will be provided on request.

As a final resort, individuals have the right to take the complaint to the regulators. These organisations are responsible for accrediting awarding organisations and awarding organisations and monitoring standards:

The regulator for qualifications in England is Ofqual (Office of the Qualifications and Examinations Regulator). To make an online complaint, raise a concern (whistleblow) or report malpractice about an exam board, awarding organisation or qualification regulated by Ofqual go to:

https://complaints.ofqual.gov.uk

Declaration: I will review and revise this policy as necessary and at regular intervals:



Signature of Jasbir Behal, Managing Director, Gecko Programmes Ltd Date 8 January 2026

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