

Little Ones UK Complaints Procedure

The following procedure must be adhered to by all Little Ones Employees, Teachers and Contractors.

A COMPLAINT IS RECEIVED

- Candidate or Student contacts Little Ones to make a complaint via telephone to 0207 112 8057, email to complaints@littleoneslondon.co.uk or letter to Courses Department, 3 Hanson Street, W1W 6TB.
- The complaint must be directed to the Managing Director.
- Unless the complaint is seen to be a matter of urgency (see below “Addressing the Complaint” point 2), within five (5) business days of the complaint being received the Managing Director must acknowledge receipt of the complaint.
- Within five (5) business days of the initial complaint the Trainer must hold a meeting with the Managing Director or the Programme Manager to discuss issues surrounding the complaint.
- If the Trainer is on annual leave when the complaint is received the Programme Manager must address the complaint. Failing this the Managing Director must address the complaint. In cases where a complaint is emailed to the Trainer, this may not be possible until the Trainer returns from annual leave and receives the complaint.

ADDRESSING THE COMPLAINT

- The Programme Manager or Managing Director must fully investigate the complaint. This includes but is not limited to; reviewing reports and notes in the Trainer’s diary relating to the Candidate and/or Student; reviewing all email correspondence between the Trainer and the Student.
- If the complaint is seen to be a matter of urgency, for example lives are in danger, the complainant must be contacted directly by the Programme Manager or Managing Director within 24 hours of the initial complaint being made.

RESOLVING THE COMPLAINT

- Within one (1) calendar month of the complaint being received by a Little Ones Trainer, the Programme Manager or Managing Director must reply via email or postal letter to the complainant with findings from their investigations.
- The complainant is then offered one (1) calendar month to reply to these investigations. If the reply shows evidence of further issues the complaint must be passed to the Managing Director.
- The Managing Director will reply to this correspondence within one (1) calendar month.
- It is Little Ones’ policy to do all that is reasonably possible to resolve issues raised by Candidates and/or Students. If thorough investigations find a Little Ones Trainer has not offered a fair service in accordance with the Company’s Terms and Conditions it will be up to the Managing Director’s discretion what to offer the complainant based on the issues surrounding the complaint.

Little Ones Appeals Against Assessment Decisions

Aims:

Little Ones UK Ltd. aim to allow our students to enquire, question or appeal against an assessment decision.

Our objective is to come to an early agreement. However if we are unable to do this we endeavour to provide an appeal, which is open and fair. All students have the right to appeal to OCN London.

If a student wishes to appeal against a decision, they should email complaints@littleoneslondon.co.uk with the subject "Appeal".

AN APPEAL IS RECEIVED

- Candidate or Student contacts Little Ones to make an appeal via email to complaints@littleoneslondon.co.uk.
- The appeal must be directed to the Managing Director.
- Unless the appeal is seen to be a matter of urgency (see below "Addressing the Appeal" point 2), within five (5) business days of the appeal being received the Managing Director must acknowledge receipt of the appeal.
- Within five (5) business days of the initial appeal the Trainer must hold a meeting with the Managing Director or the Programme Manager to discuss issues surrounding the appeal.
- If the Trainer is on annual leave when the appeal is received the Programme Manager must address the appeal. Failing this the Managing Director must address the appeal. In cases where an appeal is emailed to the Trainer, this may not be possible until the Trainer returns from annual leave and receives the appeal.

ADDRESSING THE APPEAL

- The Programme Manager or Managing Director must fully investigate the appeal. This includes but is not limited to; reviewing reports and notes in the Trainer's diary relating to the Student; reviewing all email correspondence between the Trainer and the Student.

RESOLVING THE APPEAL

- Within one (1) calendar month of the appeal being received by a Little Ones Trainer, the Programme Manager or Managing Director must reply via email or postal letter to the appellant with findings from their investigations.
- Appellant is then offered one (1) calendar month to reply to these investigations. If the reply shows evidence of further issues the appeal must be passed to the Managing Director.
- The Managing Director will reply to this correspondence within one (1) calendar month.

It is Little Ones policy to do all that is reasonably possible to resolve issues raised by Students. If thorough investigations find a Little Ones Trainer has not offered a fair service in accordance with the Company's Terms and Conditions it will be up to the Managing Directors discretion what to offer the appellant based on the issues surrounding the complaint.

Little Ones UK Ltd. carries out the following process:

- Informs our students of our appeals policy.
- Tracks and record students progress.
- Ensures all information regarding the students appeals process is kept securely so as OCN London's external verifier can make a fair final decision.
- Keeps appeals records for inspection by the awarding body for a minimum of 18 month.
- Monitors appeals to inform quality improvement.

The Advisory Board will review this policy every 12 months.

Little Ones Malpractice Policy

Little Ones UK Ltd. are committed to providing high quality accredited courses ensuring that all forms of malpractice in connection with any qualification are dealt with and are reported to the appropriate awarding body under their procedures for reporting such activity.

All tutors are responsible for:

- Checking the legitimacy of their student's work and writing a declaration stating its authenticity.

Our objective is to reduce the occurrence of any form of malpractice while a course takes place.

All students are made aware of our malpractice policy and are made aware that attempting or carrying out malpractice is deemed academic dishonesty.

We take positive steps to prevent or reduce the occurrence of learner malpractice. These steps include:

- An introductory session discussing our center's malpractice policies and penalties in place.
- Appropriate methods are shown as to how to cite material e.g., research, interpreting and summarizing reading.
- Assessors encourage supervised assignments and assign tasks and activities as to be aware of students' abilities and writing styles.

DEALING WITH MALPRACTICE

The Internal Verifier is responsible for carrying out investigations into allegations of Malpractice. An appointed representative will conduct investigations into alleged malpractice against the Internal Verifier.

Steps in dealing with malpractice:

- Gather evidence
- Statement from person who identified these issues
- Write a letter to student to inform them of these issues.
- Student will be given the opportunity to explain what happened

Formal action will only be initiated where:

- There is evidence to support the allegation of malpractice; and
- The learner fails to provide a plausible explanation.

In the event of any doubt arising, the Internal Verifier should be consulted, before any decision is taken.

INVESTIGATING MALPRACTICE

Any incidence of malpractice will be reported to the awarding body. The awarding body has the right to carry out an independent investigation in full under any circumstances of alleged malpractice.

When dealing with alleged malpractice the awarding body will deal primarily with the Internal Verifier. As part of the investigation the awarding body has the right to:

- Involve the learner and others in the investigation process
- Deal with the learner (if aged 18 or above) and/or the learner's representative

During the investigation period the awarding body may:

- Refuse learner registrations/entries
- Withhold the release of results/certificate
- Withhold test/examination papers if the security of a test/examination is considered at risk

RE-ASSESSMENT

Where there is evidence to support the allegation of malpractice the Centre will re-assess all work submitted by the learner.

APPEALS

In the event that an appeal is made against OCN London's decision, the investigation and reassessment will be carried out by the internal verifier or nominated representative.

Interested Party Policy

If Little Ones' assessors or internal moderators have a personal relationship or are related to any learner this should be declared and alternative appropriate assessment arrangements made. This would also apply if assessors or internal moderators have any personal or financial interest in the organisations sponsoring learners to attend courses. The assessors and internal moderators cannot assess their own work if they wish to study for an award and alternative arrangements should be made in terms of other staff assessing the portfolios.