

## Lynwood School of Veterinary Nursing Level 3 Compliments, Complaints and Appeals Policy and Procedure

<b>Last updated</b>	16.02.2026
---------------------	------------

### Definitions

<b>LSVN</b>	means Lynwood School of Veterinary Nursing.
<b>Responsible Persons</b>	means Heads of School
<b>Awarding Organisation</b>	means Awarding Organisation for each qualification

Lynwood School of Veterinary Nursing is committed to providing a fair opportunity for all learners will all aspects of their apprenticeship. In addition, we are committed to operating fair decision making processes for the application of reasonable adjustments and special considerations. This policy is to ensure that any appeals are managed in accordance with Lantra’s Appeals and Complaints policies.

This policy allows for complaints and appeals to take place where learners or employers feel that Lynwood School of Veterinary Nursing and the awarding organisation did not apply procedures consistently or follow procedures properly and fairly. Lynwood School of Veterinary Nursing is committed to providing a fair and transparent appeals service

### Purpose

This policy details how compliments, feedback / complaints and appeals are received and how they are effectively and promptly reviewed, responded to, and reported to the Heads of School and Quality Manager. They will be discussed and actioned at the quarterly Quality Assurance meetings and reviewed in our Quarterly Governance meetings

### Scope

To record, monitor and evaluate all compliments, complaints, feedback and appeals identifying opportunities to improve any aspect of Lynwood School of Veterinary Nursing services and to ensure the root cause of issues are addressed, preventative action has been taken and monitor any recommended changes have provided improvements within Lynwood School of Veterinary Nursing.

## Process

### Compliments Procedure:

If you wish to formally compliment Lynwood School of Veterinary Nursing on any aspect of our services including those relating to Lynwood School of Veterinary Nursing members of staff, please contact any member of Lynwood School of Veterinary Nursing staff in writing or email. All compliments are logged on the Good Vibe Hive Teams chat.

### Complaints Procedure:

Lynwood School of Veterinary Nursing regards a complaint as:

- A situation where an individual clearly states, either verbally or in writing, that they want to make a complaint OR
- where a member of staff asks the individual if they wish to make a formal complaint because individual is unhappy and Lynwood School of Veterinary Nursing has been unable to resolve the issue to their satisfaction.

This procedure aims to help resolve individual appeals in a manner which is fair and expeditious as possible. It is Lynwood School's policy to find a solution to individual appeals as early in the procedure as possible. All complaints will be responded to in writing so contact details will be required to summarise discussions and actions. Lynwood School of Veterinary Nursing will not accept anonymous complaints

Lynwood School of Veterinary Nursing will make every effort to resolve a complaint quickly and will acknowledge receipt of your complaint within 5 working days. A written response or progress update will be given to all written complaints (letter or email) within a maximum of 10 working days from the receipt of the complaint acknowledgement and every 10 working days thereafter until the complaint has reached a satisfactory conclusion.

Other relevant parties will be contacted to give an account of the matters that are the subject of the complaint. In cases where a complaint cannot be resolved to the satisfaction of all parties concerned, the final decision will rest with VetPartners Chief Executive.

There is no fee for submitting a complaint.

If, at any point, any of the parties involved wish to place the matter in the hands of their solicitors, Lynwood School of Veterinary Nursing / VetPartners will continue to communicate only through the respective solicitors. This does not prevent any of the parties seeking legal advice.

Lynwood School of Veterinary Nursing will not accept complaints against assessment decisions. If a learner wishes to raise an appeal in regard to an assessment outcome, all appeals should follow the awarding organisation appeals process.

#### **Handling of your Data Procedure:**

When a complaint has been made Lynwood School of Veterinary Nursing, all data will be handled in accordance with the Data Protection Act (2018). We will retain your data for the purpose of enabling us to deal with your complaint.

Details and progress of your complaint will be logged and held for a period of six months following investigation and resolution. Should Lynwood School of Veterinary Nursing decide that it is beneficial to either party to hold your data for longer, we will inform you separately of our decision. Your data will not be passed or shared with a third party, it will not be used for marketing purposes and will be destroyed by means of secure shredding or deletion in the case of emails.

If you do not wish Lynwood School of Veterinary Nursing to hold any of your data following the resolution of your complaint, please contact the Quality Manager. However, please be aware that by asking Lynwood School of Veterinary Nursing to remove all details relevant to a complaint means that you accept that Lynwood School of Veterinary Nursing has dealt with the complaint and that you will not be able raise this matter subsequently.

#### **Action After the Complaint:**

In some instances, it is possible that the outcome of a complaint may provide evidence to suggest that other learners could have been affected in the same way as the learner making the original appeal. Lynwood School of Veterinary Nursing would take this into account to ensure that, wherever possible, the effects were eliminated.

If the complaint indicates a failure in Lynwood School of Veterinary Nursing policies and processes all reasonable steps will be taken to ensure that:

- Other learners affected are identified
- The failure is corrected where possible
- Effects of the failure are mitigated where possible
- Action is taken to prevent a recurrence.

#### **Appeals Procedure:**

The appeals procedure allows for appeals to take place where learners feel that Lynwood School of Veterinary Nursing or the awarding organisation did not apply procedures consistently or follow procedures properly and fairly. This policy applies to any of Lynwood School of Veterinary Nursing training or qualifications, works in conjunction with the awarding organisations Appeals Policy and Procedure and covers appeals against:

- Decisions following the outcome of an assessment
- Decisions regarding reasonable adjustments and special consideration
- Decisions relating to any action to be taken against a learner following an investigation into malpractice or maladministration

Appeals can only be made by the learner. Where an appeal is made with regards to an assessment, the appeal firstly must be addressed to Lynwood School of Veterinary Nursing and follow the Lynwood School of Veterinary Nursing Appeals process. Learners should only appeal to Lantra if they are not satisfied with the outcome from Lynwood School of Veterinary Nursing.

Lynwood School of Veterinary Nursing will advise learners who have expressed that they would like to escalate their appeal to the awarding organisation that the following may apply:

- Learner achievement (pass/fail/grade) is confirmed as correct
- Learner achievement (pass/fail/grade) is lowered
- Learner achievement (pass/fail/grade) is raised.

All appeals must be made within three calendar months of the date of the event that the appeal relates to. All must be sent to [school@lsvn.co.uk](mailto:school@lsvn.co.uk) FAO Heads of School

#### **Stage 1:**

On receipt of the appeal, the Heads of School will gather all available information, discuss the appeal with relevant staff members and make an impartial decision. Other parties may be contacted for further information if necessary.

Lynwood School of Veterinary Nursing will make every effort to resolve an appeal quickly and will acknowledge receipt of your appeal within 5 working days. Where possible Lynwood School of Veterinary Nursing will aim to complete the investigation and report on the outcome of stage one within 10 working days from the receipt of the appeal. Where timescales cannot be met, the heads of School will provide updates every 10 working days thereafter until the appeal is resolved. All learners will be made aware of next steps withing the outcome of stage one.

#### **Stage 2:**

If the learner is unhappy of the outcome of Stage One, they may progress to Stage Two and contact the awarding organisation and follow their appeals process. Please refer to the awarding organisations website for up-to-date appeals policy and process.

#### **Action After the Appeal:**

In some instances, it is possible that the outcome of an appeal may provide evidence to suggest that other learners could have been affected in the same way as the learner making the original appeal. Lynwood School of Veterinary Nursing would take this into account to ensure that, wherever possible, the effects were eliminated.

If the appeal indicates a failure in Lynwood School of Veterinary Nursing assessment marking process all reasonable steps will be taken to ensure that:

- Other learners affected are identified
- The failure is corrected where possible

- Effects of the failure are mitigated where possible
- Action is taken to prevent a recurrence.

For example, if it is shown that an assessment was incorrectly marked, the work of the marker involved would be reviewed to ensure that other learners were not affected. If similar errors were discovered, Lynwood School of Veterinary Nursing would ensure re-marks of all relevant assessments and, where necessary, issue fresh results to any learners affected.

### Complaining to Regulatory Authorities:

All learners have the right to complain to the regulatory bodies; however it is recommended that any complaint made to the regulators should only be made when an individual or provider has followed all stages of Lynwood School of Veterinary Nursing and the awarding organisation's procedures first as this will be the first line of inquiry from the regulator. Please note that the regulatory bodies are unable to overturn assessment decisions.

For Ofqual approved qualifications complaints should be made in writing to Ofqual, Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH or emailed to [complaints@ofqual.gov.uk](mailto:complaints@ofqual.gov.uk)

All appeals in relation to Lantra Awards Qualifications must be submitted to the Head of Regulatory Compliance, [regulatorycompliance@lantra.co.uk](mailto:regulatorycompliance@lantra.co.uk) Appeals in relation to an End Point Assessment (EPA) must be submitted to Lantra's EPA team [epa@lantra.co.uk](mailto:epa@lantra.co.uk)

Learner complaints or appeals for the Skills and Education Group Awards should be submitted in writing to [complianceandregulation@skillsedugroup.co.uk](mailto:complianceandregulation@skillsedugroup.co.uk)

This policy will be reviewed yearly.

Reviewed/Updated Date	Initials	Job Role
February 2022 (Review)	VB	DSL
16th August 2023 (Review)	ET	Quality Manager
22.08.2024 (Review)	ET	Quality Manager
28.07.2025 (Review)	ET	Quality Manager
16.02.2025 (Review)	ET	Quality Manager

Heads of School Name	Heads of School Signature
Name: USA BOGA Date: 20/02/25	