

NFB appeals and complaints

If a learner is dissatisfied with the training delivered or the outcome of their assessment or certificate decision they are able to make a formal complaint or launch an appeal against the decision by writing to the NFB Training department.

All correspondence must be made in writing to:

NFB Training, NFBTraining@builders.org.uk

A complaint can be made against a trainer, the training delivery/product, or the process in which the training booking was handled. An appeal would only be applicable against an assessment, qualification or certificate decision, or a decision made against an application for special consideration or reasonable adjustment.

Complaints

If a learner is dissatisfied with the training delivered, they may complete a training complaints form. The cause for complaint may include, but is not limited to, the below non conforming product and situations:

- Product non-conforming to specification expected or advertised
- Perceived or possible shortfall in training process performance
- Perceived or possible shortfall in training delivery performance

Complaints must be received within 21 days of training being completed and made in writing to the NFB Training department on NFBTraining@builders.org.uk. All notification of complaints will be responded to by the NFB within two working days and a training complaints form will be issued in order to start the register of communication and to record action taken by the NFB to share with the complainant.

The NFB aims to respond in writing within 28 days to all complaints forms received with details of corrective or investigative action taken and by whom and the conclusion of the grievance.

If the complainant is unhappy with this outcome, this complaint can be escalated to the Head of Training and Skills, Hannah Carmichael, hannah.carmichael@builders.org.uk who will involve the CITB where necessary.

Appeals

An appeal can be made by a learner if the learner is dissatisfied with any of the below situations:

- decision of a certificate, qualification or assessment awarded at the end of their training
- outcome of an application for reasonable adjustment
- outcome of an application for special consideration

Appeals must be received within 7 days of award being delivered or outcome being communicated and made in writing to the NFB Training department on NFBTraining@builders.org.uk. All notification of appeals will be responded to by the NFB within two working days and an appeals form will be issued in order to start the register of communication and to record action taken by the NFB.

The NFB aims to respond in writing within 28 days to all appeals forms received with details of the conclusion reached.

If the learner is unhappy with this outcome, this appeal can be escalated to the Head of Training and Skills, Hannah Carmichael, hannah.carmichael@builders.org.uk.

Third party

Where training is delivered in line with a third party awarding body (such as ILM or APM) their appeals and complaints must be followed and supersede the details above.

