

## COMPETITION POLICY

# COMPLAINTS AND APPEALS POLICY

To support instances where you wish to appeal against or enquire about a decision or process

# Complaints and Appeals Policy

We aim to ensure all decisions are fair, consistent and based on valid judgements.

However we recognise that there may be occasions when you wish to appeal against or enquire about a decision.

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve the service we provide. We treat all complaints in confidence. We can assure competitors and their representatives that by making a complaint, the competitor would not be disadvantaged in any way, due to a complaint being made in good faith.

We aim to meet all our stated timescales, but there may be circumstances that prevent them from being met. In such cases we will advise you and keep you informed of progress.

## Stage One

- Complete the Complaints and Appeal Form in full and email it to [skillbuild@citb.co.uk](mailto:skillbuild@citb.co.uk)
- We will acknowledge receipt of your complaint or appeal within two working days of receipt by email.
- A member of the SkillBuild Management Team will undertake an investigation
- We'll send you the result of this investigation within 28 days by email.
- The result of the investigation is final.

## Stage Two

If a competitor or their representative considers any of the following to be true, then they can request a review of the outcome of the Stage One investigation;

- There has been a procedural irregularity in the conduct of the Stage One investigation.
- New information has come to light, which the competitor or their representative was unable to disclose at the time of the initial complaint.
- The decision reached was unreasonable based on the information that had been available to SkillBuild when the case was considered.

Stage Two is not a reopening of the original complaint. Dissatisfaction with the outcome of the initial complaint alone is not a valid reason for requesting a review.

Requests for a Stage Two review should be submitted to [skillbuild@citb.co.uk](mailto:skillbuild@citb.co.uk), whereby an Appeals Panel will review and consider whether the outcome of Stage One was reasonable, or should be re-considered in the light of new information, rather than reconsider the original case and its evidence.

At this stage all decisions are final.

### **Associated documents:**

SB-202/01A: Complaints and Appeals Form

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# Complaints and Appeals Form

Please complete this form and email it to [skillbuild@citb.co.uk](mailto:skillbuild@citb.co.uk)

## Complainant details

Name:

Email address:

Contact number:

Date submitted:

Organisation name:

Please detail your complaint or appeal below, giving as much detail as possible

### For internal use:

Date received:	Investigator:	WSUK:	Further actions required:	Date closed:
			Yes No	