



Registered Company Number: 9281141.
UK Provider Reference Number (UKPRN): 10047966

Complaints Procedure

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The Centre's Complaints Procedure allows candidates or learners associated with the company to challenge any appropriate aspect of the Centre's Operations including assessment decisions made.

Candidates could complain about the following areas:

- Access to assessment
- Process of assessment
- Access to internal verification
- Handling of an Appeal
- Administrative Issues e.g. failure to register

Assessors/Tutors could complain about the following areas:

- Access to support and guidance
- Access to internal verification
- Administrative issues
- Insufficient time to undertake the function

Internal Verifiers could complain to the centre about the following areas:

- Access to support and guidance
- Insufficient time to undertake the function

Stage 1:

If one of the above wishes to complain, this complaint should be lodged, in writing, to Lead Internal Quality Assurer, within 28 days of the issue arising.

Stage 2:

The company's Lead Internal Quality Assurer will attempt to find a solution for the individuals involved.

If the complaint has not been dealt with to the satisfaction of all parties, the complaint will proceed to Stage 3

Stage 3

Set a date for the complaint to be considered by a complaints panel.

Notify the appropriate regulatory authorities or External Quality Assurer that a complaint has been lodged and give details of how it will be heard, including the composition of the panel.

The complaints panel meets to consider the complaint within 28 working days of the centre's co-ordinator receiving the written complaint. Full accounts are required from all parties involved in the assessment. No one involved in the original assessment can be included on the panel. Candidates will be supported making the complaint. There is candidate complaint form to be used as part of logging a complaint.

This is the final internal stage at the organisation. If candidate is not happy with outcome of stage 3 and wish to take it further can contact the appropriate regulatory authorities or External Quality Assurer