YOUR LOGO

Complaints Policy

DATE:

Version:

Author(s)

|  |  |
| --- | --- |
| **Name** | **Title** |
|  |  |
|  |  |
|  |  |

Revision History

|  |  |  |  |
| --- | --- | --- | --- |
| **Version** | **Revision Date** | **Revised By** | **Summary of Changes** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Contents

[1. Complaints Policy 2](#_Toc111465181)

[1.1 Feedback 2](#_Toc111465182)

[1.2 Scope 2](#_Toc111465183)

[1.3 Responsibility 2](#_Toc111465184)

[1.4 Definitions 2](#_Toc111465185)

[1.5 Aims of the Complaints Process 3](#_Toc111465186)

[1.6 Validity of a Complaint 4](#_Toc111465187)

[1.7 Process 4](#_Toc111465188)

[1.8 Confidentiality 4](#_Toc111465189)

[1.9 Review of Complaints 4](#_Toc111465190)

[1.10 Review 4](#_Toc111465191)

# 1. Complaints Policy

## 1.1 Feedback

[CENTRE/COMPANY NAME] welcomes all comments, suggestions and feedback about our qualifications, systems, staff and associates, whether this is positive or negative. [CENTRE/COMPANY NAME] take feedback, complaints and appeals seriously and will investigate and provide a response promptly. [CENTRE/COMPANY NAME] will use complaint and feedback data to improve our service to Centres and Learners, to identify trends and patterns, to inform and support our quality assurance process and the quality of our qualifications and services.

## 1.2 Scope

* 1. This policy applies to [CENTRE/COMPANY NAME].
	2. The [CENTRE/COMPANY NAME] process for Complaint management is set out in the [CENTRE/COMPANY NAME] Complaint Procedure document**.**  [CENTRE/COMPANY NAME] expect a Learner to follow their Centre or provider’s process before referring to [CENTRE/COMPANY NAME].
	3. If there is an allegation of malpractice or maladministration please refer to the [CENTRE/COMPANY NAME] Malpractice & Maladministration Policy.

## 1.3 Responsibility

* 1. Save where otherwise indicated, responsibility for the operation of this policy lies with the [RESPONSIBLE CENTRE PERSON TITLE].
	2. The [RESPONSIBLE CENTRE PERSON TITLE]shall include details of any complaints received and report on the progress of all appeals in their monthly report to the [RESPONSIBLE CENTRE PERSON TITLE]

## 1.4 Definitions

* 1. Complaints are generally accepted to be concerns or dissatisfaction relating to [CENTRE/COMPANY NAME] or Centres customer service, systems and/or processes.
	2. It is important that trust and goodwill is maintained between [CENTRE/COMPANY NAME] and Learners so that any concerns can be resolved quickly and promptly at an appropriate level. Recourse to the formal complaints procedure should be seen as a last resort.
	3. Legitimate concerns may be raised by Learners without fear of being disadvantaged. However, a complaint or appeal can only be escalated to NLP Qualifications Ltd (The Awarding Organisation) once the Centre’s internal Centre procedures have been followed properly.
	4. An escalation of a Centre complaint must relate to customer service, systems and/or processes that Learners were led to believe would be provided or that they could reasonably expect to be provided. A complaint cannot be entertained where the subject is that an assessment decision is in question – this would more properly be dealt with under Appeals Process. However, the complaint might also have had a direct impact on the learning experience or achievement of the qualification and should be taken in consideration with any Appeal.
	5. A Complaint might include issues arising of/from:
		1. customer service
		2. unclear or misleading marketing information
		3. assessment, access to assessment and examinations
		4. equal opportunities
		5. registration
		6. certification
		7. the application of [CENTRE/COMPANY NAME] appeals or complaints procedure
	6. [CENTRE/COMPANY NAME] cannot look into complaints relating to issues of qualification funding as this is outside of the remit of [CENTRE/COMPANY NAME]. Funding is a contractual issue between Learners and Centres and does not involve [CENTRE/COMPANY NAME].
	7. Complaints escalation to [CENTRE/COMPANY NAME] must be made within three months of the Centre’s internal procedure having been exhausted.

## 1.5 Aims of the Complaints Process

[CENTRE/COMPANY NAME] aim to ensure that:

* 1. making a complaint is as procedurally easy as possible;
	2. [CENTRE/COMPANY NAME] treat a complaint as a clear expression of dissatisfaction with [CENTRE/COMPANY NAME]’s or a Centre’s service which calls for an immediate response;
	3. [CENTRE/COMPANY NAME] deal with complaints promptly, politely and, when appropriate, confidentially;
	4. [CENTRE/COMPANY NAME] respond in the right way by following due process.;
	5. To respond to feedback and act upon it where appropriate.

## 1.6 Validity of a Complaint

The complaint must satisfy the following conditions:

1. It is brought in accordance with the criteria listed above.
2. The allegation is of a breach of a specific clause or clauses of the relevant [CENTRE/COMPANY NAME] or Centre Policy or Policies in force at the time the complaint was first raised.
3. All documentation pertaining to the Complaint has been made available to [CENTRE/COMPANY NAME].

In addition, where the complaint is about a Centre:

1. The Complainant and Centre have completed and exhausted the Centre’s Complaints Process in accordance with the Centre’s policy and the Complainant wishes to escalate the Complaint to [CENTRE/COMPANY NAME].
2. The Centre complained against is named and was an [CENTRE/COMPANY NAME] Approved Centre at the time the complaint was first raised.

A complaint not satisfying the above conditions will be rejected.

## 1.7 Process

Many matters can be resolved informally. In the first instance contact the Admin Team at [CENTRE/COMPANY NAME] by telephone or email who may be able to resolve this. If the complaint needs to be treated formally from the outset, please follow the instructions given in the [CENTRE COMPLAINTS PROCEDURE].

## 1.8 Confidentiality

It is important to bear in mind that it may not be possible to consider complaints appropriately without disclosure of the identity of the complainant. If privacy and confidentiality is desired this must be stated clearly, otherwise [CENTRE/COMPANY NAME] will assume permission has been granted to disclose any information provided as deemed appropriate and necessary.

## 1.9 Review of Complaints

* 1. All complaints are reported and reviewed internally each month by the Executive Committee to ensure our qualifications and programmes are accessible to all whilst maintaining quality in implementation.
	2. The information will also be made available to the regulatory authorities if required

## 1.10 Review

This policy is reviewed annually by the [RESPONSIBLE CENTRE PERSON TITLE]