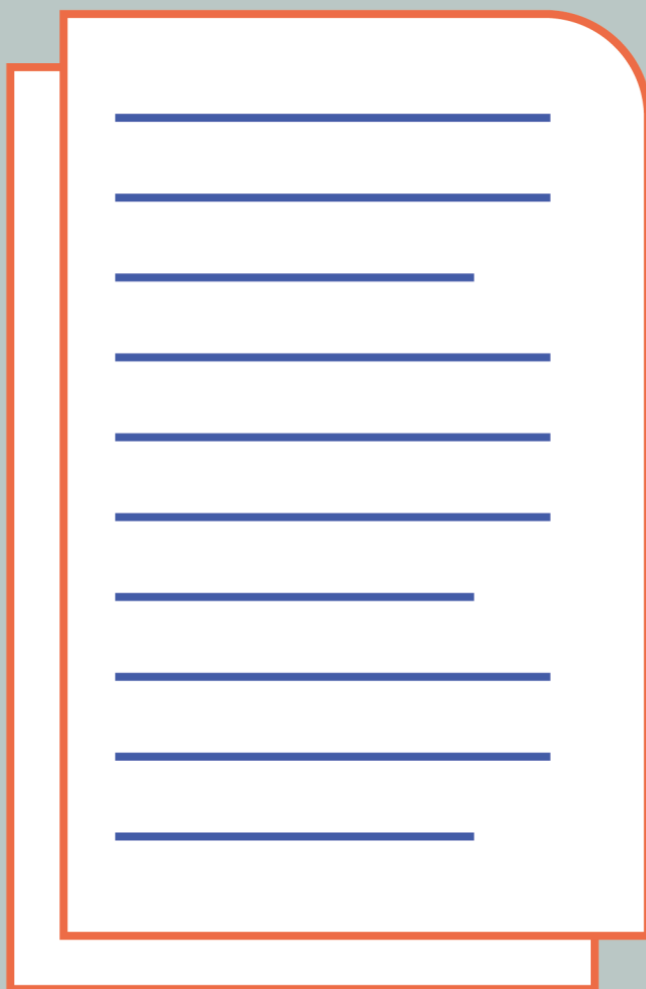


Complaints Policy



CONTENTS:

| | |
|---|---|
| PURPOSE | 3 |
| Definition | 3 |
| MAKING A COMPLAINT | 3 |
| INVESTIGATING A COMPLAINT AND ITS OUTCOME | 4 |
| Vexatious complaints | 5 |
| Regulatory requirements | 5 |
| POLICY REVIEW ARRANGEMENTS | 5 |

PURPOSE

The purpose of this policy is to describe how CTQ learners, centres and other third parties can approach CTQ to make a complaint.

Through this policy, CTQ ensures that all complaints are handled in an open, timely and consistent manner.

It provides information about what we will do on receipt of a complaint and the process we will undertake to resolve the complaint, identify the cause of the problem and implement any necessary mitigation or remedial action.

The process for escalating a complaint to the qualification's regulator is also described.

Definition

A complaint is an expression of dissatisfaction from you about our qualifications, our standard of service, our actions or lack of action or the complaints handling process.

We are committed to providing an effective and efficient service to a high standard. However, if we fall short of expectations or our own standards, we want to give the opportunity for those affected to provide feedback so we can put things right.

We encourage user of CTQ qualifications to contact us if they feel that any aspect of our qualifications, assessment arrangements or support materials may have discriminated users with a particular protected characteristic.

We will investigate complaints quickly, fairly, consistently, politely and, where necessary, confidentially. All complaints are allocated the appropriate resource and a response provided in the right way. For example, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken.

We regularly review complaints and feedback that we receive in order to learn from any errors made and to improve our service.

MAKING A COMPLAINT

Formal complaints can be submitted to the Responsible Officer by email at **ro@ctq.org.uk**

When submitting complaint please include the following information:

- Your name, address and contact details
- Full details of your complaint i.e. what happened, where it happened and when it happened
- Any information or evidence that supports your complaint
- The resolution you feel is warranted

As part of the CTQ centre approval process all centres must have an internal policy in relation to complaints and therefore if a complaint relates to a specific centre, you/your learners must exhaust the policy.

If you feel that a centre has not investigated the complaint fully or correctly, you can raise a complaint directly with CTQ to investigate under the terms of its agreement with the centre.

If a complaint involves an allegation of malpractice or maladministration, please refer to the CTQ current Malpractice and Maladministration Policy.

We will investigate complaints from anonymous sources only where there is sufficient detail provided to identify the issue/concern, individual or centre involved and the qualification(s) implicated in the complaint.

CTQ handles personal data in accordance with the most up to date Data Protection legislation.

INVESTIGATING A COMPLAINT AND ITS OUTCOME

The Head of Quality will allocate a member of CTQ staff or a member of its EQA team not involved in the complaint to investigate. All complaints will be acknowledged within two working days and you will be informed of the name of the person who is investigating your complaint.

We aim to resolve complaints within 5 working days and, should the issue be complex, inform you if resolution is not possible within that timeframe.

Once we have completed our investigation, we will provide a response that explains what went wrong, why it went wrong and what action will be taken to resolve the situation.

If you are not satisfied with the response you receive to your complaint, you can request a review of it within 20 working days of the date of our decision letter. In this circumstance, the request will be referred to the Responsible Officer who will complete the review.

However, we will only carry out a review if you provide clear reasons for making your request and set out the areas of concern. Your reasons must relate only to the way that we have or have not investigated your complaint and not the detail of the complaint itself.

If as a result of the complaint, we identify a failure in any of our services, policies and procedures we will take all reasonable steps to:

- Identify other learners/centres who have been affected by the failure
- Correct the failure or, where it cannot be corrected, mitigate as far as possible the effect of the failure
- Put arrangements in place to ensure that the failure does not recur in the future

- Put arrangements in place to notify all relevant stakeholders of any changes that affect them and why

Vexatious complaints

We understand that making a formal complaint can, in some cases, may be raised as a result of emotive circumstances, CTQ staff will not engage with abusive complainants or persistent and repeated contacts from complainants. This type of contact reduces the time that CTQ can dedicate to carrying out investigations into complaints.

Where a complainant becomes abusive in the manner in which he/she corresponds with CTQ, or repeatedly contacts CTQ with no new evidence or information, this will be classed as vexatious behaviour.

We consider the following forms of behaviour as being vexatious:

A complainant being abusive or threatening, or making unreasonable demands either during a telephone conversation, face to face meeting or in written correspondence. A complainant repeatedly contacting CTQ via telephone or email in a given working day without offering new evidence or information.

Making accusatory remarks about CTQ or the CTQ' member of staff investigating the complaint.

Regulatory requirements

Where a complaint relates to a regulated qualification and a complainant/Centre/learner remains dissatisfied with our actions after the CTQ Complaints Policy has been exhausted, the complaint can be escalated to Ofqual using the contact details below:

Ofqual
Spring Place
Herald Avenue
Coventry
CV5 6UB
Email: public.enquiries@ofqual.gov.uk

POLICY REVIEW ARRANGEMENTS

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of CTQ, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

It is also reviewed as part of CTQ continuous improvement monitoring through its annual self-assessment arrangement.