

Complaints Policy

Introduction

This document explains Training Qualifications UK's complaints procedures and is provided for recognised TQUK centres, learners and all interested parties who encounter a direct or indirect service from TQUK.

TQUK value all centres delivering our qualifications and the learners who undertake them and our aim, every day, is to exceed the expectations of our customers.

If a recognised centre or customer feels that they have encountered a level of service that is below their expectations, that concern should be raised with TQUK immediately. This is so that any issues or concerns can be addressed and we can improve.

TQUK Internal Responsibility

The Quality Assurance Department is responsible for the maintenance and compliance of this policy. If the Quality Manager is absent the Managing Director would appoint another member of the SMT to ensure all TQUK actions and activities are in line with the content of this policy.

Scope

This policy covers complaints from learners, members of the public or centres made in relation to the qualifications and associated services offered by TQUK.

It is not to be used to cover enquiries about services offered by TQUK or appeals in relation to decisions made by TQUK. These areas are covered by TQUK's Appeals Policy. Should a complaint be submitted, which is in fact an appeal, TQUK will respond to inform the relevant party that the issue is being considered in accordance with TQUK's Appeals Policy.

If a centre, learner or customer is unhappy about the way an examination or assessment was delivered or conducted, and they suspect malpractice may have occurred, they must inform TQUK. This will be investigated in accordance with TQUK's Malpractice/Maladministration Policy.

See Appendix 1 for definitions

Centre Responsibility

TQUK suggest that centre staff members involved in the management, assessment and quality assurance of TQUK qualifications, and learners, are made aware of the contents of the policy. A recognised centre must have a complaints handling procedure and appeals process in place.

Review Arrangements

We will review the policy annually as part of our self-evaluation process and revise it as and when necessary in response to customer and learner feedback or requests. We may also update this policy as part of good practice guidance issued by the regulatory authorities (e.g. to align with any appeals and complaints processes established by the regulatory authorities such as Ofqual).

The annual review of this policy will be undertaken by the Quality Assurance Department approximately four weeks prior to the submission of TQUK's Statement of Compliance to Ofqual. Any amendments or updates to this policy will be approved by TQUK's SMT.

If you have any points or feedback regarding this policy, please contact us via the details provided at the end of this policy.

How should I complain?

All TQUK staff members have been trained to help customers. If a centre, learner or customer has a complaint, they should first try to sort out any problem at the earliest opportunity, by speaking to a staff member of TQUK. If preferred, a centre, learner or customer can request to speak to a TQUK Manager.

If this is not possible, or if the help provided by the manager is not satisfactory, please send a written complaint, (we would normally expect this to be within two weeks of the event taking place that the complaint is regarding), and address it to the Quality Assurance Department using the contact details outlined at the end of this policy.

Anyone wishing to make a complaint against a TQUK centre must first exhaust the complaints procedure with the specific TQUK centre. If all channels have been explored, learners can make a direct complaint to the Quality Assurance Department at TQUK's Head Office.

If I complain what details do I have to give?

TQUK will request the complainant's full name and contact details including a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known)
- any names of the people you have dealt with so far
- copies of any papers, email, letters or documents relevant to the complaint.

Complaints brought to our attention by the regulators

Where the regulators notify TQUK about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below, to ascertain if the same issue could affect TQUK qualifications.

Confidentiality and whistle blowing

TQUK will investigate any issues or complaints that are reported anonymously.

TQUK will consider each disclosure of information sensitively and carefully, and decide upon an appropriate response.

TQUK will always aim to keep a whistleblower's identity confidential when asked to do so, although we cannot guarantee this and we may need to disclose identity to:

- the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- the courts (in connection with court proceedings) another person to whom we are required by law to disclose your identity.
- other third parties where we consider it necessary to do so (eg the regulator Ofqual).

