



Customer Complaints Policy

Introduction

This policy relates to complaints received by Qualsafe Awards (QA).

While we strive to give our customers the service they expect from a quality Awarding Organisation, we recognise sometimes things go wrong.

Any complaints we receive will be dealt with efficiently and effectively with the aim of resolving any issues as quickly as possible to the satisfaction of the customer.

Complaints should be made to the Centre before making a complaint to QA. We can only accept a complaint after the Centre has had the opportunity to resolve it. However, if a Trainer or Learner does not want to deal with the Centre, we can act as an intermediary while still allowing the Centre to review the complaint and propose a resolution.

QA may also receive complaints specifically relating to decisions made on the approval status of Centres, Trainers/Assessors and Internal Quality Assurers or the process through which these decisions were made. Complaints of this nature will only be accepted and dealt with if they are received within 20 working days of the date of the original decision made by QA (this is in line with the timescale stated in the QA Appeals Policy for making an appeal against such decisions). Complaints of this nature received outside this timescale will be automatically rejected.

QA staff deal with complaints in line with the *Qualsafe Group Customer Complaints Procedure*.

Complaints process

Email your complaint, including as much information as possible, to: **complaints@qualsafeward.org**

When the email is received, we send you, the complainant an acknowledgement email within 2 working days and log the complaint on our systems.

We review the complaint details and, if required, we may ask for further information.

Once we have reviewed the complaint details, we carry out an investigation, we will try to complete it within 10 working days.

If we are unable to complete our investigation within 10 working days, we will update you on our progress and provide an indication of when we hope to complete the investigation.

Once our investigation is complete, we will issue a formal response to you indicating whether the complaint has been upheld or not and providing reasons for the decision. We may also inform any other stakeholders who have been affected by the outcomes of the investigation.

We record all complaints received and review the details to establish if changes or improvements could be made to our services to prevent similar situations occurring.

Complaints timescales

We aim to deal with all complaints as quickly as possible. We will:

- Acknowledge complaints within 2 working days of receipt
- Carry out an investigation and issue:
 - a formal response within 10 working days
- or**
- an update within 10 working days, stating when we will send a formal response

Appeals

Any Centre or customer who wants to appeal against a QA decision, can find more information in the QA *Appeals Policy*.

Policy review arrangements

QA will review this policy on an ongoing basis as part of our continuous improvement activities and revise it as and when necessary in response to customer and Learner feedback, changes in our policies and processes and any actions from allegations.

In addition, we may update this policy in light of operational feedback to make sure our arrangements for dealing with complaints remain effective.

Contact us

If you have any queries about the contents of the policy, contact our customer service team:

Tel: 0845 644 3305

Email: info@qualsafeawards.org



Anita Goodfellow
Chief Executive Officer
12 August 2019

Owner: CEO

Regulatory references: Ofqual General Conditions of Recognition D3.2, D3.3, D4.3, D4.4

QA documents referenced: *QA Customer Complaints Policy, Qualsafe Group Customer Complaints Procedure, QA Appeals Policy*