

## Complaints Policy

### Introduction

This document sets out our complaints policy and procedure and is aimed at our ATC/Ps, learners and all interested parties who encounter a direct or indirect service from IQL UK.

We value all the ATC/Ps delivering our qualifications and the learners who undertake them and our aim every day is to exceed the expectations of our customers.

We are confident of providing a high quality service and would be extremely disappointed if this is not the case.

Therefore, it is important that should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

### Scope

This policy covers complaints learners, members of the public or ATC/Ps may wish to make in relation to the qualifications and associated services offered by IQL UK.

It is not to be used to cover appeals in relation to decisions made by IQL UK. These areas are covered by our Enquiries and Appeals Policy.

If you are unhappy about the way an assessment was delivered and/or conducted, and you suspect malpractice or maladministration may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

### ATC/Ps responsibility

ATC/Ps should take all reasonable steps to ensure that their staff involved in the management, assessment and quality assurance of our qualifications, and your learners, are aware of the contents of this policy and you have a complaints handling procedure and appeals process in place to deal with complaints from learners about the services they receive from your ATC/P. If an individual is unhappy about a service or activity being delivered by an ATC/P it must first of all go through the ATC/Ps complaints process before bringing the matter to IQL UK.

## Review arrangements

We will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, learner or regulatory feedback (e.g. to align with any appeals and complaints process established by the regulators) and any trends that may emerge in the subject matter of complaints received.

If you would like to feedback any views please contact us via the details provided below.

## Raising concerns and making complaints

All of our staff have been trained to help our customers and they all like to help, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you. Alternatively you can raise a concern or complaint by sending it to IQL UK in writing either through email, via [mail@iql.org.uk](mailto:mail@iql.org.uk) or a letter addressed to IQL UK, River House, High Street, Broom, Alcester, B50 4HN.

If this is not possible, or if you are not satisfied with the help provided by the manager, please send a written complaint, normally within one month of the event you are complaining about, and address it to us at the contact details outlined at the end of this policy.

Learners and/or members of the public who wish to complain about a level of service provided by the ATC/P at which they have taken an IQL UK qualification should have exhausted their ATC/Ps own complaints process before bringing the complaint to us. Learners can make the complaint directly to us in exceptional circumstances where they feel there was a significant breach by the ATC/P of our various procedures. Learners and/or members of the public can raise a complaint by sending it to IQL UK in writing either through email, via [mail@iql.org.uk](mailto:mail@iql.org.uk) or a letter addressed to IQL UK, River House, High Street, Broom, Alcester, B50 4HN.

## If I complain, what details do I have to give?

When you contact us, please give us your full name, 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 or letters to do with the complaint

## **Complaints brought to our attention by the regulators**

Where the regulators notify us 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 IQL UK qualifications.

## **Confidentiality and whistle blowing**

Sometimes a complainant will wish to remain anonymous. Sometimes a person making an allegation of malpractice or maladministration may wish to remain anonymous. It is always preferable to reveal your identity and provide us with your contact details. However, if you are concerned about possible adverse consequences that may occur should your identity be revealed to another party, then please inform us that you do not wish for us to divulge your identity and we will work to ensure your details are not disclosed.

We will always aim to keep a whistle blower's identity confidential where asked to do so although we cannot guarantee this. We may need to disclose your identity should the complaint lead to issues that need to be taken forward by other parties. For example:

- the police, fraud prevention agencies or other law enforcement agencies (to investigate or prevent crime, including fraud)
- the courts (in connection with any court proceedings)
- other third parties such as the regulator Ofqual

Please see our Malpractice and Maladministration policy for further information.

## **What will happen to my complaint?**

We will acknowledge receipt of your complaint within 48 hours, letting you know who is investigating your complaint.

We aim to investigate the complaint within 5 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this to 10 working days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

### **Successful complaints and/or issues brought to our attention by Ofqual**

If any part of your complaint is upheld we will of course respond to you accordingly and where appropriate give due consideration to how we can improve our service and arrangements.

In situations where a complaint has been successful, or where an investigation following notification from the regulators indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- identify any other learner and/or ATC/P who has been affected by that failure
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- review and amend our arrangements, where appropriate, to reduce the likelihood that the failure will reoccur in the future

### **What if I am not happy with the reply?**

If you are still unhappy with the decision taken by IQL UK in reviewing the complaint you can, where relevant, take the matter through our Appeal arrangements which are outlined in our Enquiries and Appeals Policy.

### **Contact us**

If you have any queries about the contents of the policy, please contact IQL UK via

E: [mail@iql.org.uk](mailto:mail@iql.org.uk)

T: 01789 773 994