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| **Complaints Procedure** | |
| **REVIEW CYCLE** | Annually |
| **NEXT REVIEW DATE** | 25th August 2020 |
| **PERSON (S) RESPONSIBLE** | Operations Manager |
| **APPROVING BODY** | Senior Mangement |
| **PURPOSE** | The purpose of this document is to clarify actions in the event of a failure in the duties of the College or Assessment Centre as described in ‘Our Centre’s’ Regulations. |

**Grounds for Complaint**

A complaint may only be made or filed using this procedure on the grounds that the assessment centre (or College) has failed it or duty and responsibilities or commitments as described in Our Centre’s regulations.

* Complaints about assessment decisions will be made using the appeal procedure.
* Complaints by individuals against their employers should be made using the grievance procedure of the appropriate employing authority.

**Procedure**

1. Where possible the complaint should be resolved at the earliest opportunity and lowest level.
2. The candidate will discuss the complaint with the Quality Assurance Assessor. Where it is not possible to achieve resolution, the internal Quality Assurer be involved.
3. If they are unable to achieve a satisfactory resolution the Complainant will inform the Quality Assurance Co- ordinator in writing of the nature of the complaint and what attempts have been made to resolve the situation.
4. Receipt will be acknowledged in writing.
5. The Quality Assurance Co-ordinator will convince a panel meeting within twenty working days of the receipt of the complaint. The panel will consist of:
   * A member of the Assessment Board
   * An Internal Quality Assurer ( not involved in the complaint)
   * The Quality Assurance Co-ordinator
6. The Complainant has the right to attend the panel meeting accompanied by a person of their choice for personal support.
7. **The Outcome of the complaint will either be**:
   * the complaint is not upheld against the Assessment Centre
   * the complaint is upheld, that restorative action has been identified and the appropriate individuals to be informed.
8. The Quality Assurance Co-ordinator will inform the complainant and members of the panel of the decision within five working days of the panel meeting.
9. The Quality Assurance co-ordinator will be responsible for necessary actions have been taken.
10. The awarding body will be informed and updated with investigation’s results