



Complaints Policy

Version	5
Date	August 2020
Reason for review	Annual policy review
Changes made	None
Reviewed by	M Lovell - Responsible Officer
Ratified by	J Small – Head of Qualifications
Date of next review	August 2021

Introduction

This policy sets out our complaints procedure and is aimed at our centres, learners, and all interested parties who encounter a direct or indirect service from RoSPA Qualifications.

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

We are confident that we provide a consistently high-quality service and would be extremely disappointed if this were not the case.

It is important therefore, that should you encounter a level of service that is below either your or our expectations, that you raise any concerns immediately so that we can address them and continue to improve our service.

Scope

This policy covers complaints that learners, members of the public, or centres, may wish to make that relate to the qualifications and associated services offered by RoSPA Qualifications.

It does not cover appeals against decisions made by RoSPA Qualifications, which are addressed by our Appeals Policy. Any matters raised as complaints, which qualify as enquiries or appeals will be dealt with in accordance with our Customer Service Statement or Appeals Policy, which are available from the online Quality Management System (QMS), and the enquirer or appellant notified to this effect.

If you are unhappy about the way an assessment was delivered and conducted, or you suspect malpractice or maladministration may have occurred, you should submit your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy, which is available from the QMS or at <https://www.rospa.com/Qualifications/Policies.aspx>

Centre's responsibility

Centres should take all reasonable steps to ensure that staff, who are involved in the management, assessment and quality assurance of our qualifications, and learners, are aware of the contents of this policy. Your centre should have an internal complaints procedure and appeals process in place, to deal with complaints from learners about the RoSPA Qualifications services you provide. If an individual is unhappy about a service or activity being delivered by a centre, they must first complete the centre's internal complaints process **before** escalating the matter to RoSPA Qualifications.

How should I complain?

All our staff have been trained in customer support and are committed to deliver a high level of customer service. Therefore, any problems should be raised at the earliest opportunity with the person you have been dealing with. Alternatively, centres can raise and submit complaints using the Complaints Form found in the QMS at www.rosqualqms.com

If the matter remains unresolved after taking these initial steps, you may then ask to speak to the manager in charge.

If this is not possible, or if you are not satisfied with the help provided by the manager, please send in a written complaint, ideally within one month of the matter occurring, using the contact details provided at the end of this document.

Learners, or members of the public, who wish to complain about the level of service provided by the centre at which they have taken a RoSPA qualification, should primarily exhaust their centre's own complaints process before escalating the complaint to RoSPA Qualifications. However, in exceptional circumstances, where it is felt that a significant breach of expected standards has occurred at a centre, the complaint may be made directly to us using the contact details provided at the end of this document.

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

When you contact us, please provide your full name, contact details, including a daytime telephone number, and:

- A full description of your complaint, including subject matter, dates and times, if known.
- The names of any people you have dealt with so far.
- Copies of any documentation relating to the complaint.

It is easier to process a complaint when the identity of the complainant is known. However, if you are concerned about possible adverse consequences and would prefer to remain anonymous please notify us to this effect.

While we are prepared to investigate issues which are reported to us anonymously, we will always try to confirm an allegation through a separate investigation, before commencing a full complaints procedure.

Complaints brought to our attention by qualifications regulator

Where the qualifications regulator (Ofqual) notifies us about failures that have been discovered in the assessment process, or other activities, of an awarding organisation, these will be dealt with in the same way as all other external complaints, in accordance with our complaints procedures. This will enable us to establish if the same issue could affect other RoSPA qualifications.

What will happen to my complaint?

We will acknowledge receipt of your complaint within **two** working days and provide you with the name of the person who is investigating your complaint.

We will ensure that the investigation is carried out in a prompt and effective manner, with no personal interest in the outcome in accordance with this policy, and will allocate a relevant member of staff again with no personal interest to validate the complaint and lead the investigation. We will ensure that staff assigned to the investigation have the appropriate level of training and competence and no previous involvement, in the matter of the complaint. If RoSPA Qualifications is involved in the matter, they will not manage or oversee the complaint, but will identify and assign an Independent Reviewer to the case.

We aim to process the complaint within 10 working days. If your complaint is more complex or involves people who are not available at the time, we may extend this to 15 working days. We may contact you within this period to seek further information or clarification and, in some instances, we may request a meeting. At the end of the investigation we will inform you of our decision by post or email.

Successful complaints and issues brought to our attention by the qualifications regulator (Ofqual)

If any part of a complaint is upheld, we will notify the complainant to this effect, giving due consideration to how we can improve our services and arrangements. This might include, reviewing our procedures to assess any implications for our qualification development, delivery, awarding arrangements or assessment process, or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed inappropriate.

In situations where a complaint has been upheld, or where an investigation following notification from the qualifications regulator indicates a failure in our processes, we will give this due consideration and take appropriate action such as to:

- Identify any other learner or center affected by the failure.
- Correct or mitigate as far as possible the impact of the failure.
- Review and amend our arrangements to reduce the likelihood that the failure will recur.
- Commence internal disciplinary procedures against a member of our staff whose behavior was found not to be in accordance with our internal procedures and arrangements.

What if I am not happy with the reply?

If you disagree with the outcome of a complaint, your first point of contact should be the Qualification Development & Operations Manager who can be contacted on 0121 248 2115 or at enquiries@rospaqualifications.com.



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If you remain unhappy with the outcome of your complaint, you can appeal against this following the arrangements outlined in our Appeals Policy which is available from the QMS or at <https://www.rospa.com/Qualifications/Policies.aspx>

If, after you have exhausted our appeals process and remain unsatisfied, you can take the matter directly to the relevant qualifications regulator, such as Ofqual in England.

Review arrangements

We will review and update this policy annually and revise it on an ad hoc basis, in response to customer and learner feedback, observations from our monitoring data, changes in our practices, current best practice, guidance from the qualifications regulator or external agencies, or changes in relevant legislation.

If you would like to feed back any views or opinions or have a query about any aspect of this policy, please contact us using the details below.

Contact us

Telephone RoSPA Qualifications on 0121 248 2115

Email us at enquiries@rospaqualifications.com

Or write to us at:

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