



# RoSPA Complaints Policy 2025

<b>Policy Owner</b>	<b>RoSPA</b>
<b>Policy Lead</b>	<b>Head of Qualifications</b>
<b>Audience</b>	<b>OFQUAL, Centres, Learners</b>
<b>Legislation and Regulation</b>	<b>OFQUAL Conditions of Recognition (GCoR) I1, I2, D4, P1 -P6</b>
<b>Formally endorsed by</b>	<b>Chief Financial Officer</b>
<b>Version</b>	<b>11</b>
<b>Last Update</b>	<b>January 2026</b>
<b>Next Review</b>	<b>August 2026</b>
<b>Date effective from</b>	<b>January 1, 2026</b>



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## **1. Guidance**

This policy should be read and implemented by RoSPA Centres involved in the delivery of our qualifications. RoSPA and its Centres will act with honesty and integrity in all regulated activities, including complaints handling, consistent with Ofqual's Principles Condition.

## **2. Introduction**

The purpose of this policy is to set out our complaints procedure and is aimed at our Centres, Learners and all interested parties who encounter a direct or indirect service from RoSPA.

## **3. Definitions**

- OFQUAL General Conditions of Recognition – GCoR

## **4. Policy statement**

We value all the Centres delivering our qualifications and the Learners who undertake them. 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. While we strive to give our customers the service they expect from a quality Awarding Organisation, we recognise sometimes things can go wrong.

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. 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.

## **Policy**

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. Complaint decisions will be fair, impartial, and based on clear evidence. They will take into account individual circumstances and aim to be proportionate, ensuring outcomes remain fair for everyone involved.

It does not cover appeals against decisions made by RoSPA, as these 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 Qualification Management System (QMS). The enquirer or appellant will be notified to this effect.

If you are unhappy about the way an assessment was delivered and conducted or 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.

## **Centre responsibilities**



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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.

Centres should have an internal complaints procedure and appeals process in place, to deal with complaints from Learners about the RoSPA services they 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.

### **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 on the QMS at [www.rosqualqms.com](http://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. 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 bought to our attention by our 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



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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 RoSPA.

## **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 and will allocate a relevant member of staff, with no personal interest, to validate the complaint and lead the investigation. We will ensure that staff assigned to the investigation will have the appropriate level of training, competence and no previous involvement in the matter of the complaint. If RoSPA 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:

- Identify any other Learner or Centre 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 reoccur
- Commence internal disciplinary procedures against a member of our staff whose behaviour 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 Responsible Officer who can be contacted on 0121 248 2115 or by email at [qualifications@ROSPA.com](mailto:qualifications@ROSPA.com)

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.



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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.

## 5. Responsibility and review

RoSPA will review this policy regularly as part of our continuous improvement process and update it when needed, based on customer and learner feedback, operational changes, and any actions arising from complaints. We will also use insights from complaints and trends to enhance qualification design and assessment processes, ensuring they remain fit for purpose. Centres and stakeholders will be informed promptly of any major policy changes or systemic issues to maintain public confidence. If an event could lead to an Adverse Effect, RoSPA will notify Ofqual without delay and cooperate fully under GCoR B3 and B6. To prevent non-compliance, we will conduct annual risk assessments on complaints processes and provide targeted training for centres

### Contact us

- Telephone RoSPA on 0121 248 2115
- Email us at [qualifications@ROSPA.com](mailto:qualifications@ROSPA.com)
- Or write to us at:  
RoSPA  
RoSPA House  
28 Calthorpe Road  
Birmingham  
B15 1RP

## 6. Evidence

Effectiveness of this policy will be measured against complaints data collected and processed by RoSPA.

### Approved By

**Name:** Monique Klein

**Date:** 1/29/2026

DocuSigned by:

Monique Klein  
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## Appendix 1: Related Documents

Document Title	Relationship to this policy
Malpractice and Maladministration Policy	Suspicion that malpractice or maladministration may have occurred. Available from our online Qualifications Management System (QMS). <a href="http://www.rosqualqms.com">www.rosqualqms.com</a>



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Appeals Policy	Appeals against decisions made by RoSPA Qualifications. Available from our online Qualifications Management System (QMS). <a href="http://www.rosqualqms.com">www.rosqualqms.com</a>
Ofqual GCoR I1, I2, D4	Responding to enquiries and complaints procedures. Compliance with appeals and complaints. <a href="http://www.gov.uk/government/publications/general-conditions-of-recognition-section-d-general-requirements-for-regulated-qualifications-guidance">Ofqual Handbook: General Conditions of Recognition - Section D - General requirements for regulated qualifications - Guidance - GOV.UK (www.gov.uk)</a>

## Appendix II: Document Provenance

Date endorsed	Category	Summarise changes made	Reason for change	Consulted	Changes endorsed by
XXXXX	New Policy			ELT, ARCom, BOT	BOT
August 2025	Policy Review	Updated contact email address	New email address	---	---