

Complaints Procedure

EQV is committed to providing a quality service and working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our service is by listening and responding to the views of our delegates and stakeholders, and by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- making a complaint is as easy as possible.
- we welcome feedback, and suggestions.
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response.
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

If the delegate wishes to challenge an assessment decision or if they feel that the assessment has not been carried out properly, they can instigate our complaints/appeals procedure.

This could include a variety of grounds such as:

- The conduct of the assessment
- The adequacy of the range, nature and comprehensiveness of the evidence when set against the national standards and evidence requirements.
- The adequacy of the opportunities offered to demonstrate competence or attainment.
- There were special circumstances regarding the assessment that have not been considered.
- The candidate should appeal any decision within 10 days of that decision being communicated to them, and the process of appealing will be as follows.

Responsibilities

EQV's responsibility will be to:

- acknowledge the formal complaint in writing.
- respond within a stated period.
- deal reasonably and sensitively with the complaint; and
- act where appropriate.

A complaints responsibility is to

- Bring their complaint, in writing, to EQV's attention normally within 4 weeks of the issue arising. This should be done via the complaints and appeals form on the next page.
- raise concerns promptly and directly with a member of staff at EQV.
- explain the problem as clearly and as fully as possible, including any action taken to date.
- allow EQV a reasonable time to deal with the matter and recognise that some circumstances may be beyond EQV's control.

Complaints procedure

Stage One

The assessor will respond to the complaint within 10 days of receipt.

If the assessor upholds the decision and the candidate is still unhappy with the result, the candidate can then appeal to the centre manager also via the complaints and appeals form, who will again respond within 10 days of receipt.

Stage Two

If the candidate is still unhappy then they have the option of appealing to the Managing Director of EQV.

If the MD is unable to resolve the issue to the satisfaction of the delegate, then the delegate has the final option of appealing to The Institute themselves.

However, the delegate has the option to resubmit work for an assessment if they so choose but they may only do this once. Delegates should also be aware that The Institute external verifier has the authority to alter marks awarded by the centre in some circumstances. If the delegate wishes to appeal to THE INSITUTE, then details of this process will be made available to them by the centre. The candidate will be made aware at this time of the cost that will be charged by The Institute for the appeal to be heard.

Appeals Report Form

EQV (UK) Ltd

Candidate name:

Candidate The INSITUTE ENR number:

Place of work:

Contact number:

Email address:

Nature of complaint/appeal:

Action already taken:

Signed: