



Complaints Policy and Procedure

March 2021



Introduction

Qualifyla is an Awarding Organization. The Awarding Organization is committed to high levels of quality assurance and policies that are open, transparent and free from bias. Qualifyla, as an Awarding Organisation seeks to support learners and study centres to comply with our policies and procedures.

Overview

Qualifyla are committed to offering a high standard of service to all customers, including learners and study centres. We aim to provide a service that is:

- consultative and responsive;
- open and informative;
- prompt and efficient;
- streamlined and manageable;
- Cost-effective.

Qualifyla ensure complaints are dealt with quickly and efficiently avoiding the need for a formal written complaint wherever possible. However, should the matter necessitate a formal complaint, the procedures detailed in this document will be followed.

Individuals should not be discouraged from making a complaint, on financial or any other grounds, unless it is vexatious, malicious or frivolous. All complaints will be dealt with fairly and in a timely manner, and will be recorded so that analysis is facilitated.

Formal complaints should be sent in writing (by letter or email) and should state clearly the form of redress or recompense (if any) or change in operations (if any) that are sought. All complaints will be acknowledged speedily, recorded clearly, and resolved as quickly as possible and as practicable. No-one who was involved in the actions or behaviors complained against will be involved in determining the outcome of the complaint.

NOTE: if you are dissatisfied with a decision made by Qualifyla, including decisions made about reasonable adjustments, special consideration, malpractice or assessment results, this cannot be dealt with as a complaint, and you must follow the relevant Review and Appeals procedure, available on request from Qualifyla – info@qualifyla.com

If you have a comment about the quality of service you have received from us we welcome your feedback and see this as an opportunity to improve our service.

How to complain

If you have a complaint about our service, please contact us in order that we can investigate this using our complaints procedure. When making a complaint, please give us the following information if you have it:

- what the complaint is about;
- your full name and learner reference number (if you have one);
- your college, centre or training provider's name and the Qualifyla approval reference number;
- the Qualification or unit title and Qualification reference number;
- Copies of any relevant supporting documents.

We promise to:

- acknowledge receipt of your complaint within two working days of receiving it;
- Give you a full response within 30 working days. If this is not possible, we will let you know after 15 working days.



Procedure

1. Complaint relating to a Qualifyla approved centre

If you have a complaint which concerns an issue within the control of a study centre, you should complain to that study centre in the first instance, and copy any correspondence relating to the matter to Qualifyla through writing (see contact details in Section 4) an email.

Having been through the college, centre or training provider's complaints or grievance procedure, the matter may remain unresolved. In these circumstances we may consider, if it is appropriate, intervening on your behalf. You should write to us with full details of the steps taken to date to try to resolve your complaint with the study centre, and their responses.

2. Complaint relating to Customer Service

If you wish to complain about any aspect of Qualifyla's Customer Service, the Quality Assurance and Operations Manager should be contacted (see contact details in Section 4).

All complaints will be acknowledged within 3 working days and the complaint will be investigated by the Quality Assurance and Operations Manager. The outcome will be communicated in writing within ten working days of the acknowledgement where reasonably practicable. The Quality Assurance and Operations Manager will be responsible for collating all complaints and identifying any quality improvements where necessary.

3. Complaint relating to Qualifyla

If you wish to raise a complaint relating to Qualifyla that is not included in the Appeals Policy, you should notify the Chief Executive of Qualifyla, in writing within two weeks of the alleged incident.

Correspondence should be sent to the Chief Executive Officer at the address below. Alternatively, you may wish to email: info@qualifyla.com and mark it for the attention of the Chief Executive Officer.

You will be sent an acknowledgement letter within ten working days and we will investigate the complaint, and communicate findings to you in writing. Wherever possible, this will be completed within one month of the date the complaint was received.

If the matter is not resolved we may undertake further investigations, including where necessary arranging for an independent review of the case.

4. Contact details

To access a copy of our complaints policy and procedure write to The Quality Assurance and Compliance Director at:

Qualifyla

Email: info@qualifyla.com