

ITC First

**P16
Complaints Policy 2016 [1.1]**

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ITC First

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Website www.itcfirst.org.uk

Website Access

For all policy statements and downloadable documents

Upload to:

RITS	QR	SR	ITC Public	ITC Server
	✓	✓	✓	✓

Complaints Procedures

1. Overview

1.1 ITC is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints and by correcting mistakes and instigating preventative actions.

1.2 We aim to ensure that:

- a) Making a complaint is as easy as possible
- b) We deal with complaints promptly, politely, fairly, factually and confidentially [where appropriate]
- c) We deal with complaints as an expression of dissatisfaction with our services which calls for prompt response
- d) We respond in the right way, with explanation, apology or information as appropriate
- e) We review and learn from complaints, improving our service

1.3 We recognise that many concerns to be raised informally and dealt with quickly. However if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy will be followed.

1.4 Complaints regarding teaching, assessment, administration and quality assurance in a Centre approved to offer ITC qualifications should be referred to the Centre concerned in the first instance, who will investigate the matter following their internal complaints procedures.

1.5 If you are dissatisfied with a decision made by an ITC approved Centre then ITC Appeals process must be used, detailed in ITC document 'P5 Appeals Policy'

2. Complaint or Appeal?

2.1 An appeal occurs when a judgement decision has been made. E.g. Candidates may appeal assessment decisions and centres may appeal external verification decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by ITC First or their approved Centres is eligible to take advantage of the appeals process.

2.3 ITC Appeals Policy [document P5], found on the home page of the ITC website, details the appeals process.

3 Formal Complaints to ITC

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.3 ITC will:

- a) Respond to all formal complaints in writing within 5 working day from receipt
- b) The time period for a response that requires investigation with 3rd parties involved, being 4 weeks [20 working days].
- c) Log complaints and expressions of dis-satisfaction (Appendix 1) which will be shared with the Policy Committee for trends and appropriate actions to mitigate further occurrences
- d) Deal reasonably and sensitively to the complaint.
- e) Take action where appropriate.

3.4 The complainant should:

- a) Complain in writing. Where candidates are unable to do this and have special considerations, telephone will be considered.
- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
- d) Complain within 8 weeks of the occurrence.

3.5 ITC will investigate the subject matter of the complaint and issues an initial reply in writing within 5 working days or 20 working days depending upon the nature of the investigation.

3.6 If the complainant is not satisfied with the response then they can write directly to the Awards Manager who will acknowledge the request within 2 working day of receipt and respond fully within 4 weeks.

3.7 Escalation Routes

It the complaint has not been resolved or if you have a complaint against the operating systems of the Awarding Body then please contact the Regulators of Qualifications in England (Ofqual), Wales (Qualifications Wales) or Scotland (SQA Accreditation).

3.8 Further Education Colleges in Scotland – Users of public bodies (inc. FE Colleges & SQA) in Scotland have the right to complain to the Scottish Public Service Ombudsman (SPSO) as the final arbiter of any complaint. The College, ITC and SQA complaints procedure must be exhausted before the SPSO will consider a complaint, and it must usually have been raised within the previous 12 months. The complaint cannot be under consideration in a court of law

Ofqual – <http://www.ofqual.gov.uk/>

Qualifications Wales – <http://www.qualificationswales.org>

SQA - <http://www.sqa.org.uk/>

SPSO - <http://www.valuingcomplaints.org.uk>

