

Complaints/Grievance Process, Recording Mechanisms Including Timescales For Resolution

Post-Course feedback

Any issues that the Quality Manager* identifies arising from the post-course feedback form will result initially in the Quality Manager* communicating directly with the candidate within 1 week of the course completion date to seek further clarification on their comments before escalating the process.

Candidate Direct Complaint

Should the candidate have a complaint regarding the course or assessment process, they should report it immediately to the course invigilator in order to first document the complaint. The course invigilator will attempt to resolve the complaint to the candidate's satisfaction and record details of the complaint and the action taken on the invigilator report sheet.

If the complaint cannot be resolved to the candidate's satisfaction, the candidate will be informed that the complaint is being referred within 2 working days to the Quality Manager* for further review and provided with contact details of the Quality Manager*.

Complaints/Grievance process

1. The Quality Manager* will make an initial assessment of the complaint which will result, within one week of the Quality Manager* receiving the complaint, in one of the following two outcomes:
 - The candidate will be informed that no further action is required
 - The candidate will be offered the opportunity to re-sit the course and e-assessment
2. Should the candidate object to the proposed outcome, they will be invited to enter their complaint, within one week of receiving the proposed outcome, in writing to the company.
3. Upon receiving this complaint in writing within 1 week the organisation will hold a formal meeting between the Quality Manager* and senior management which may result in one of the following actions:
 - The candidate will be informed that no further action is required
 - The candidate will be offered the opportunity to re-sit the course and e-assessment
 - The candidate will be offered a full refund

* (or member of the management team undertaking the role of Quality Manager)