

## Complaints policy

### Aim

CVQO takes pride in the way it creates its courses and the way it delivers and works with its learners. Having said that, there may be times where our service, standards or quality may slip. That's why we take every complaint seriously and will be actioned within 24 hrs of the complaint being made.

Complaint procedures tend to be quite onerous and involve much administration, such as recording and monitoring each stage to ensure nothing is missed. For this reason, CVQO will keep complete records for both improving our systems and the way we work in the future, as well for external verification if required - for a minimum of 18 months.

### In order to do this, CVQO will:

#### Stage 1:

1. Send you an email acknowledging receipt of your complaint within 24 hours, enclosing a copy of the Complaints Policy. We will arrange for your complaint to be fully investigated.
2. A detailed written reply to your complaint, including any suggestions for resolving the matter, will be sent to you within 3-5 working days from CVQO acknowledging your complaint.

#### Stage 2:

1. If your complaint is still unresolved, you can refer your complaint to the Head of Quality and Compliance, who will respond to you within 24 hours acknowledging your email.
2. Having further investigated your complaint the Head of Quality and Compliance will review your case, and will write to you within 3- 5 working days explaining our reasons or extended resolution.

#### Stage 3:

1. If you still feel unsatisfied with our explanation or resolution, you are still at liberty to raise your complaint further to the Director of Quality and Curriculum who will respond to you within 48 hours.
2. Having further investigated your complaint the Director of Quality and Curriculum will review your case, and will write to you within 3- 5 working days explaining our final reasons and or resolution.

Approved by Head of Centre: /08/2020

Date for review: July 2021

CVQO Policy Document

CVQO Assessment and feedback policy 15/10/2020

#### Stage 4:

Learners who remain dissatisfied following CVQO's formal review and final decisions can exercise their right to escalate their appeal to the relevant awarding organisation or regulatory body listed below:-

**City & Guilds**

**Telephone:** 0207 294 2468

**Email:**

[feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

**Institute of Leadership and Management (ILM)**

**Telephone:** 01543 266867

**Email:** [complaintsandcompliments@i-l-m.com](mailto:complaintsandcompliments@i-l-m.com)

**Pearson Edexcel**

**Telephone:** 0845 618 0440

**Email:** [pqsmalpractice@pearson.com](mailto:pqsmalpractice@pearson.com)

**Scottish Qualification Authority (SQA)**

**Telephone:** 0345 279 1000

**Email:** [customer@sqa.org.uk](mailto:customer@sqa.org.uk)

**The Office of Qualifications and Examinations Regulation (Ofqual)**

**Email:** [complaints@ofqual.gov.uk](mailto:complaints@ofqual.gov.uk)

#### Link

The following key Pearson links are provided to be helpful when reading the CVQO Appeals policy

- [BTEC qualification specifications](#): These provide guidance on assessment for each BTEC qualification.
- [Enquiries and appeals about Pearson vocational qualifications and End Point Assessment Policy](#): This is Pearson's policy on learner appeals. Please note, this does not apply until internal centre processes have been exhausted



Chief Executive