



Complaints Policy

FOR LEARNERS

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1 Introduction and Policy Statement

The purpose of this **Complaints Policy for Learners** is to outline the principles that EduQual will adhere to when handling complaints that relate to its products and services (including complaints related to the delivery and assessment of its qualifications); the **Complaints Procedure for Centres** can be requested by email to info@eduqual.org.uk. For complaints being made by Centre staff, please see EduQual's **Complaints Policy for Centres**. This Complaints policy may be read / used in tandem, where necessary and / or appropriate, with EduQual's **Appeals Policy**.

2 Key Principles of the EduQual Complaints Policy

To ensure that the procedures of this policy are as effective as possible, EduQual will adhere to the following principles:

- **Accessibility:** All communication from EduQual regarding complaints will be set out in a clear way that is simple for others to understand, and this Complaints Policy for Learners will be easy to access and made available through EduQual's website (www.eduqual.org.uk)
- **Alacrity:** Complaints will be dealt with promptly by EduQual, without sacrificing thoroughness and in accordance with the timescales set out in this policy
- **Courtesy:** EduQual will deal with all individuals with respect and courtesy and in a spirit of mutual trust and understanding, and will respond attentively to all complaints
- **Effectiveness:** This Complaints Policy for Learners will be monitored and periodically reviewed in order to ensure that it remains fit for purpose
- **Fairness:** EduQual will engage in complaints procedures in a way that is consistent, thorough, and fair to all individuals involved in the complaints process
- **Continual Improvement:** Where a complaint is upheld, EduQual (and where relevant, its approved Centres) will take appropriate, preventative and / or corrective action.

3 Guidance for Learners

EduQual is committed to quality customer care. By having in place a Complaints Policy, we are able to ensure a high standard of support for our Learners and are able to safeguard continual improvement of our services, through listening and reacting to customer feedback. We have aimed to make the procedure within this policy as simple as possible for the complainant, while making sure that complaints are dealt with seriously and professionally by our staff.

EduQual expects that the vast majority of complaints made by Learners will be resolved within their Centre (i.e. at Stage One of the EduQual Complaints Procedure for Learners). **Centres are required by EduQual to have Enquiries and Appeals policies and procedures in place for all EduQual-approved qualifications and units.**

3.1 Grounds for a complaint

A complaint (or complaints) can be made where a Learner deems that EduQual has failed to:

- Provide one of its services, or it relates to an insufficiency of quality and integrity in that service

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- Provide integrity and clarity at all stages of the Learner registration process
- Respond in a timely fashion (or at all) to requests for information from Learners
- Follow appropriate administrative processes and / or fail to uphold any part of any bespoke policy where it relates to customer care and satisfaction
- Provide correct and valid (i.e. current) information about its programmes, especially where this failure compromises a Learner's ability to make informed decisions as to the qualifications they want to undertake
- Ensure the accessibility of its qualifications in regard to EduQual's Equity, Diversity and Inclusion Procedures, particularly in relation to requests for Reasonable Adjustments.

Learners should be aware that EduQual has a number of policies in place aimed at giving our customers the necessary means to communicate an issue should the need arise.

Where a complaint relates to disagreement with an academic assessment decision / judgement, dissatisfaction with internal and / or external quality assurance processes and / or dissatisfaction with the 'marking' of external assignments, then **EduQual's Appeals Policy should be followed.**

Where the complaint relates to alleged malpractice or maladministration by a Centre or EduQual staff, **then EduQual's Malpractice and Maladministration policy should be followed.**

4 Procedure for Making a Complaint

The actions that should be taken by customers who wish to lodge a complaint, and the steps that EduQual will adhere to when handling these, are outlined in the **EduQual Complaints Procedure for Learners**, which can be requested by email to info@eduqual.org.uk.

Customers should note that if, after exhausting the EduQual Complaints procedure, you are dissatisfied with the outcome, and your complaint relates to an accredited qualification (e.g. a qualification accredited by Qualifications Scotland Accreditation), you could take your complaint to a regulator e.g. [Qualifications Scotland Accreditation](#).

In addition, if your centre is a public body (i.e. a college or a local authority school), you may also be able to take your complaint to the Scottish Public Service Ombudsman www.spsso.org.uk, which is the final stage for complaints about public services in Scotland. The SPSO can look at whether there are reasonable procedures in place and decide whether they have been followed correctly. It can look at complaints about the applications procedures for admissions, accommodation services, welfare and support, and the procedure followed in academic or disciplinary appeals. Whilst the SPSO cannot change assessment decisions, consider appeals against centre decisions, or review the quality of teaching or assessment, it can review the learning environment (and the support you were provided) and whether you were sufficiently prepared to take assessments.