

FQP Complaints Policy

FOCUS AWARDS

Version History

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Introduction

This document sets out our complaints policy and procedure and is aimed at our Centre's, learners and all interested parties who encounter a direct or indirect service from Focus Awards.

We value all the Centre's delivering endorsed FQP non-regulated qualifications and the learners who undertake them and our aim every day is to exceed the expectations of our customers.

We are confident of providing a high-quality service and would be extremely disappointed if this is not the case.

Therefore, it is important should you feel you have encountered a level of service that is below both yours and our expectations that you raise any concerns you may have with us immediately so that we may address them and learn lessons.

Scope

This policy covers complaints from learners, members of the public or Centre's in relation to the endorsed FQP non-regulated qualifications and associated services offered by Focus Awards.

It is not to be used to cover appeals in relation to decisions made by Focus Awards. These areas are covered by our FQP Appeals Policy. Should a complaint be submitted which is in fact an enquiry or an appeal we will respond to inform the relevant party that the issue is being considered, where appropriate, in accordance with the approach outlined in our customer service statement or FQP Appeals Policy.

If you are unhappy about the way an assessment was delivered and conducted and you suspect malpractice or maladministration may have occurred, you should send your concern to us in accordance with the arrangements in our FQP Malpractice and Maladministration Policy.

Centres responsibility

Centre's should take all responsible steps to ensure that their staff involved in the management, assessment and quality assurance of endorsed FQP non-regulated qualifications, and your learners, are aware of the contents of this policy and that your Centre has a complaint handling procedure and appeals process in place to deal with complaints from learners about the services they provide from your Centre. If an individual is unhappy about a service or activity being delivered by a Centre, it must first of all go through the Centre's complaints process before bringing the matter to Focus Awards.

Review arrangements

We will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary, in response to customer or learner feedback.

If you would like to feedback any views, please contact us via the details provided at the end of this policy.

How should I complain?

Here at Focus Awards, all of our customer service staff are friendly, approachable and only too happy to help you, therefore you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you in the first instance. Alternatively, Centre's can raise and/or submit a compliant form which can be found at the end of this policy.

If you feel the customer service staff have not been able to deal with your complaint satisfactorily and you wish to speak to someone else, you can ask to speak to the relevant Head of department.

If this is not possible, or if you are not satisfied with the help provided by the Head of department, please send a written complaint, normally within two weeks of the event you are complaining about and address it to us at the contact details outlined at the end of policy.

Learners and/or members of the public who wish to complain about a level of service provided by the Centre at which they have taken a Focus Awards endorsed FQP non-regulated qualification should have exhausted their Centre's own complaints process before bringing the complaint to us. However, learners can make the complaint directly to us in exceptional circumstances where they feel there was a significant breach by the Centre of our various procedures (contact details are contained at the end of this policy) or the relationship with the Centre has become untenable.

If I complain, what details do I have to give?

When you contact us, please give us your full name, contact details including a daytime telephone number along with:

- a full description of your complaint (including the subject matter and dates and times if known);
- any names of the people you have dealt with so far;
- copies of any papers or letters to do with the complaint

Sometimes a complainant will wish to remain anonymous. However, it is always preferable to reveal your identity and contact details to us, and if you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity.

While we are prepared to investigate issues which are reported to us anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those the complaint/allegation relates.

What will happen to my complaint?

We will acknowledge receipt of your complaint within 48 hours and we will advise you which member of the Focus Awards team will be investigating your complaint.

Our Head of Customer Support will be responsible for ensuring the investigation is carried out in a prompt and effective manner and in accordance with the procedures in this policy and will allocate a relevant member of staff to lead the investigation and establish whether or not the issue relating to the complaint has occurred.

At all times we will ensure that Focus Awards personnel assigned to the investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter. If the Head of Customer Support has an involvement in

the complaint matter, they will not be responsible for allocating a member of staff to carry out the investigation or for overseeing and managing the investigation.

We aim to investigate the complaint within 5 working days; however, if your complaint is more complex, or involves people who are not available at the time, we may extend this to 10 working days. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting) and inform you of any extended deadlines. At the end of the investigation, we shall write/email to inform you of our decision.

Successful complaints

If any part of your complaint is upheld, we will of course respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements. For example, by reviewing our procedures to assess the impact on our endorsed FQP non-regulated qualifications, awarding arrangements. In extreme circumstances, internal disciplinary procedures may be exercised where the performance or behaviour of our staff is deemed in appropriate.

In situations where a complaint has been successful, we will give due consideration to the outcome and will take appropriate actions such as:

- identify any other learner and/or Centre who has been affected by that failure,
- correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- review and amend our arrangements, where appropriate, to reduce the likelihood that the failure will recur in the future.

What if I am not happy with the reply?

If you disagree with the decision the first point of call is the Head of Awarding Organisation.

If you are still unhappy with the decision taken by Focus Awards in reviewing the complaint you can, where relevant, take the matter through our appeal arrangements which our outlined in our appeals policy.

Contact us

If you have any queries about the contents of the policy, please contact our support team

E: info@focusawards.org.uk

T: +44(0)333 3447 388

Focus Awards Complaints Form

Please complete these appeals forms and return, them using the email address/ postal address below, to Focus Awards. We will acknowledge receipt within 48 hours and explain what action will be taken next.

Name:				
Are you a: (please tick)				
☐Learner	☐Head of Centre	☐Tutor/ Assessor	☐IV	Other: Please State
Address:				
Telephone number:				
Email address:				
Name of Centre:				
Summary of complaint:				
What action, if any, have you already taken to try and resolve your complaint? (Whom did you speak to, when and what was the response?)				
What actions do you feel might resolve the problem at this stage?				
What action, if any, have you already taken to try and resolve your complaint? (Whom did you speak to, when and what was the response?)				
Are you attaching any supporting documents? (Please tick)			☐Yes	☒No
If yes, please give details:				
Signature:		Date:		