

Complaints Policy/ Procedure

Policy

The Academy's policy is to acknowledge and respond to all complaints associated with the delivery of our training and assessment services in a timely and professional manner.

In dealing with a complaint, the Academy aims to ensure that it:

- Handles complaints in a quick, polite and straightforward way
- Investigates the complaint thoroughly
- Informs individuals of when they can expect a reply, if one cannot be given immediately
- Keeps those associated with the complaint up to date with progress

Any Learner involved in the assessment process has the right to *Appeal* against a judgement made upon them or their performance. Appeals of this nature should be directed through the separate Appeals Policy.

The Policy/ Procedure is fully supported by the Academy Directors.

Aim

The Academy aims to learn from complaints and ultimately improve the service provided.

Scope

This Policy is applicable to **ALL** qualifications, awards and courses delivered by the Academy.

Definitions

Complaint: Is defined as any expression of dissatisfaction.

Procedure

The Academy will treat every complaint seriously and in the strictest of confidence in accordance with this procedure.

To achieve an outcome that is fair and based on facts, every complaint will be handled by a member of Academy staff who is not directly involved in the situation, or if necessary an independent person will be appointed to investigate.

The following situations may give rise to a Complaint:

- Standards of service
- Actions or lack of actions by the Academy staff, or persons subcontracted by it

To ensure that the circumstances can be remembered by all parties it is important that a Complaint is made as soon as possible after the event or actions. For clarity, all Complaints should be submitted in writing.

The Academy has implemented a simple procedure to ensure a quick and satisfactory resolution of any Complaint:

STAGE 1: Individuals should write to the Academy SQA Co-ordinator with details of the complaint and their preferred outcome. The complaint can be passed to the SQA Co-ordinator via the assessor, if appropriate. Within 5 working days of the complaint being received by the Academy, an acknowledgement will be sent. Every effort will be made to deal with the complaint satisfactorily and further information will be requested if required. Individuals will be provided with a written response of the outcome, normally within 20 working days. Where a full resolution is not possible within this timescale, a written explanation will be provided, together with the anticipated resolution date.

IT IS ANTICIPATED THAT MOST COMPLAINTS WILL BE DEALT WITH AT THIS STAGE.

STAGE 2: In the unlikely event that matters cannot be resolved by the SQA Co-ordinator or it has not been concluded satisfactorily, the complaint will be dealt with by the Managing Director of the Academy who will be provided with all documentation arising from Stage 1. Further information may be requested by the Managing Director, if required.

STAGE 3: Where a candidate has exhausted the centre's complaints procedure they can complain to SQA, the awarding body.

SQA will deal with complaints about:

- Assessment - in the broadest sense, including the conduct of, preparation for and environment for assessment.
- Dissatisfaction with the way in which the centre handled complaint.

SQA will not deal with complaints about:

- Appeals against assessment decisions (use appeals or post results processes).
- Complaints about the wider experience of being a candidate (e.g. support services, funding, facilities).

If a Candidate is on a regulated qualification and remains unsatisfied with the outcome from SQA awarding body and have exhausted the centre's and SQA awarding body procedure they can complain to the regulator.

See 'Customer Complaints and Feedback' page on SQA website for more information:

<http://www.sqa.org.uk/sqa/25071.html>

Learners on non-regulated qualifications cannot complain to SQA.

The Academy will respect the findings and conclusion of complaints heard by the Awarding Body and Learners should note that all complaints and associated evidence will be logged and reported internally.

This policy will be communicated to all employees and organisations working for or on our behalf. Employees and other organisations are expected to co-operate and assist in the implementation of this policy, whilst ensuring that their own work, so far as is reasonably practicable, is carried out without risk to themselves, others, or the environment.

This policy will be reviewed annually by top management and where deemed necessary will be amended and re-issued. Previous versions of this policy are archived.

This policy is available to relevant interested parties, upon request.



Signed: _____

E R Hadnett, co-Director on behalf of Thames Marine Academy Ltd

Date: 01/06/19

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Revision: 3