



Complaints Policy

2019

Document Control

Document Title: Complaints Policy
Document Number:
Author: Steven Wingate
Change Authority: Marc White

Change History

Version	Date	Reason for change	Change by
0.1	April 2019	First draft	Steven Wingate
1.0	May 2019	Final Release	Steven Wingate

Change Mechanism

Any person seeking to alter this document must consult the author before making any change. ECQN Ltd Change Authority must endorse any alterations to the approved version of this document before any wider dissemination of the altered document. The person making the alteration must indicate every change between the previous (approved) document version and the altered document version.

Copyright

The copyright in this work is vested in ECQN Ltd, and the document is issued in confidence for the purpose for which it is supplied. It must not be reproduced in whole or in part or used for tendering or manufacturing purposes except under agreement or with the consent in writing of ECQN Ltd and then only on condition that this notice is included in any such reproduction. No information as to the contents or subject matter of this document or any part thereof arising directly or indirectly there from shall be given orally or in writing or communicated in any manner whatsoever to any third party being an individual firm or company or any employee thereof without the prior consent in writing of ECQN Ltd.

ECQN is committed to providing high-quality learning and training services and we will resolve any problems you may have with our service as quickly as possible.

This document sets out our complaints policy and procedure and is aimed at our centres, Apprentices and all interested parties who encounter a direct or indirect service from ECQN.

This policy covers complaints Apprentices, members of the public or centres may wish to make in relation to the qualifications and associated services offered by ECQN.

It is not to be used to cover appeals in relation to decisions made by ECQN. These areas are covered by our 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 appeals policy.

If you are unhappy about the way an examination or 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 malpractice and maladministration Policy.

Centre's responsibility

Centres should take all responsible steps to ensure that staff involved in the management, assessment and quality assurance of ECQN qualifications are aware of the contents of this policy.

Centres must have their own complaints handling procedure and appeals process in place to deal with complaints from Apprentices about the services they provide relating to the delivery and assessments of ECQN qualifications.

Centres should take all responsible steps to ensure that their Apprentices of ECQN assessments are aware of the contents of this policy.

If any individual is unhappy about a service or activity being delivered by a centre it must first have completed the centre's complaints process before bringing the matter to ECQN.

Fair treatment for all is paramount.

Review arrangements

ECQN welcomes feedback in order to constantly improve our products and services, complaints are an important source of information for improving our services and delivering quality products.

ECQN will review the policy and its associated procedures annually as part of its self-evaluation arrangements and revise it as and when necessary in response to customer, learner or regulatory feedback (e.g. to align with any appeals and complaints process established by the regulators) and any trends that may emerge in the subject matter of complaints received.

If you would like to feedback any views please contact us via the details provided below.

How should I complain?

ECQN has a set complaints procedure to ensure complaints are dealt with in a professional manner. A complaint or dissatisfaction with our service can be communicated; by email to office@ecqnlimited.co.uk ; by telephone to any member of our staff on 0843 886 0123. If you wish to write to us our address is:

Bispham Village Chambers, 335 Redbank Road, Bispham, Blackpool, Lancashire FY2 0HJ.

We will ensure an acknowledgement of your complaint is made in writing within 48 working hours, giving an indication of our proposed action. A considered response would then normally be made within 14 working days.

We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we shall write/email to inform you of our decision.

You should include:

- A clear explanation of the nature of your query or complaint
- Your full name and candidate number (if applicable)
- Your centre name and course (if applicable)
- Copies of any relevant supporting documentation

Our procedure covers all complaints about administration, administrative support, the learning materials and courses provided by ECQN and allegations of discrimination and harassment.

If your complaint is about an ECQN-accredited centre, you should in the first instance contact the centre setting out the nature of your complaint and have followed to a conclusion their own complaints policy and procedures.

If your complaint relates to an allegation of discrimination or harassment then it should be addressed to the marketing and communications manager. If the allegation involves the marketing and communication manager in this instance it should be addressed to the Senior Officer.

We do not investigate complaints if you have known about the problem for more than 3 months before complaining.

Complaints brought to our attention by the regulators

If the regulators notify ECQN about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures in this policy to ascertain if the same issue could affect ECQN qualifications.

Confidentiality

All complaints will be treated seriously, and confidentially. 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. If it helps to reassure you on this point, we can confirm that we are not obliged (as recommended by the regulators) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty. Information about a complaint will only be given to people directly involved and everyone involved will be advised of the need for confidentiality.

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 to.

Successful complaints and/or issues brought to our attention by the regulators

If any part of a complaint is upheld, we will respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements.

In situations where a complaint has been successful, or where an investigation following notification from the regulators indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- identify any other learner 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
- ensure that the failure does not recur in the future

Unreasonable behaviour

ECQN understands that complainants have a right to be heard and, as is stated in our customer service statement, you can expect us to treat you with courtesy, respect and consideration.

On occasion, the behaviour or actions of individuals makes it difficult for us to deal with their complaints. The behaviour and/or actions become unacceptable if they involve abuse of our staff.

For the avoidance of doubt, we would regard aggressive or abusive behaviour, unreasonable levels of contact and/or harassment of our staff and the making of unreasonable demands as examples of unreasonable behaviour.

It is important to note that it is how the person who is subject to the behaviour is made to feel, not whether the behaviour was intended, that matters.

Any experience of such actions by a person towards a member of ECQN staff will be reported to the chief executive and the incident recorded in our complaints log. Resulting action will include an investigation following ECQN's complaints procedure and/or malpractice procedures as appropriate.

Outcomes of such investigations may lead to sanctions against the individual concerned including restricting further contact to written correspondence only or, in exceptional circumstances, deciding to have no further dealings with the individual. ECQN will communicate any such action in writing to the complainant.

Information requests

Some complaints may be combined with a request for personal information. This would constitute a data subject access request and will be dealt with in accordance with GDPR.

If a complainant makes repeated requests for personal data that he/she believes ECQN still holds about them, they must provide ECQN with any details it requires to identify and locate the additional data. If the complainant cannot provide such details, ECQN cannot carry out any further searches.

What if I am not happy with the outcome?

If, following our full response, you feel that your complaint has not been adequately addressed then you have the right to appeal in writing to the chief executive at the above address setting out the reasons for your continued dissatisfaction. You must do this within 14 days of receiving the response to your complaint. The matter will then be dealt with via the relevant stage one appeal process which is outlined in our appeals policy.

Contact us

If you have any queries about the contents of the policy, please contact our marketing and communications manager on 0843 886 0123 or by email; details are available from our website www.ecqn.co.uk.

END OF POLICY