

# Enquiries, Compliments and Complaints Policy

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## Introduction

CIOL Qualifications (CIOLQ) strives for high standards with regard to our service delivery, contact and the use of our website. We welcome feedback from candidates, exam venues, training providers and other service users. Such feedback is invaluable in helping our organisation to continually evaluate and improve.

If you feel that you have received a level of service below your expectations, please let us know immediately.

## Scope

The Enquiries, Compliments and Complaints Policy is provided for candidates, exam venues and training providers who receive a direct or indirect service from CIOLQ.

This policy covers enquiries, compliments or complaints made in relation to our qualifications and associated services.

We always advise that you review our policies before lodging an enquiry, complaint and/or making a compliment. Please refer to our website where our policies are listed.

## Objectives

The objectives of this Enquiries, Compliments and Complaints Policy are to:

- provide individuals with a fair and effective way to complain about the service provided
- encourage individuals to compliment CIOLQ staff when they have gone above and beyond to help
- ensure everyone knows how to provide feedback and how an enquiry, compliment or complaint will be handled
- ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- ensure that enquiries, compliments and complaints are monitored and used to improve CIOLQ's services

## Definitions

### Enquiries

An enquiry is a request for further information that is not clearly available elsewhere, such as in our published policies. Or it may be a request for further clarification of published information which you may not understand.

### Compliments

A compliment is a comment intended to express praise or admiration for someone or something.

Receiving compliments is an opportunity for an organisation to celebrate and recognise success. We are committed to offering the best experience possible for our community in sometimes challenging circumstances, so when we receive a compliment, it is celebrated amongst our team.

Any verbal or written compliments are always gratefully received and will be recorded by the member of staff receiving the compliment and then passed to the appropriate manager for recording. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified and acknowledged.

## Complaints

A complaint is any expression of dissatisfaction by an individual, whether justified or not. An individual may make a complaint if they feel that we have:

- failed to provide a service or an acceptable standard of service
- operated a delay in providing a service
- made a mistake in the way we provided a service
- failed to act in a proper way
- provided an unfair service

CIOLQ will ensure that it:

- listens carefully to enquiries and complaints and treats them confidentially, where possible
- records, stores and manages all enquiries and complaints accurately and in accordance with The Data Protection Act 2018 and General Data Protection Regulation (GDPR)
- investigates any complaint fully, objectively and within a reasonable time frame not exceeding two months
- notifies the individual making the enquiry or complaint of progress, on request (if appropriate)
- where necessary, informs the individual making the enquiry or complaint of any subsequent changes to policy, practice, services or the treatment of an individual to ensure that there is no reoccurrence
- reviews regularly the number of enquiries or complaints received and the outcomes of investigations, including any actions taken

## How to submit enquiries, compliments or complaints

Please contact us within 14 days of the event taking place.

If a candidate, exam venue or training provider has an enquiry, compliment or complaint, they should send it via email to [qualifications@ciol.org.uk](mailto:qualifications@ciol.org.uk).

We are unable to accept formal complaints over the telephone.

### What details to provide

We will require:

- your full name and contact details including a daytime telephone number
- a full description of your enquiry or complaint (including the subject matter and dates / times if known)
- any / all names of the people you have dealt with so far
- copies of any relevant papers, emails, letters or documents

## **Acknowledging and responding to enquiries, compliments or complaints**

Enquiries, compliments and complaints will be acknowledged within 5 working days, and when further investigation is required, responded to within 15 working days by the Head of Qualifications and Responsible Officer. If an enquiry or complaint is more complex or involves people who are not available at the time, this may be extended to 20 working days.

In most cases we will keep a complainant updated as to the progress of any allegation and notify them if an investigation has been triggered. However, CIOLQ will not disclose details of any ongoing investigation and additionally, a decision may be made that it is considered inappropriate to disclose full details of the outcome(s) of any investigation, due to confidentiality or legal reasons.

CIOLQ may contact any person involved to seek further information or clarification. At the end of the investigation, we shall email/write to inform the complainant of the decision.

## **Resolution of complaints**

We aim to settle the majority of complaints as quickly and satisfactorily as possible. The complaint may be resolved by way of an apology, or by adapting or improving a situation where this is possible, or by providing reasonable explanations.

If any part of a complaint is upheld, we will respond accordingly and provide details of the outcome.

## **Monitoring enquiries, compliments and complaints**

Enquiries, compliments and complaints provide important feedback which allows us to improve the services we provide.

Our Client Services Team (CST) will monitor:

- the number of enquiries, compliments and complaints by department
- the nature of the specific enquiry, compliment or complaint
- whether satisfactory outcomes were achieved
- whether service standards were achieved
- actions or recommendations made/agreed in response to the person who submitted the enquiry, compliment or complaint
- future improvements

## Policy updating and reviewing

All policies relating to CIOLQ will be updated on an 18-month cycle or sooner, as required.

## Policy version and owner

Policy review date	October 2027
Policy owner	Responsible Officer

## Regulatory references

Ofqual General Conditions of Recognition
Condition D4: Responding to enquiries and complaints procedures
Qualifications Wales
Condition D4: Responding to enquiries and complaints procedures