

Enquiry and Complaints Policy

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Introduction

CIOL Qualifications strives for high standards with regard to our service delivery, contact and the use of our website. We welcome feedback from candidates, centres and members. Such feedback is invaluable in helping our organisation to evaluate and improve on a continual basis.

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

Scope

The Enquiry and Complaints Policy is provided for candidates, centres and training providers who receive a direct or indirect service from CIOL Qualifications.

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

We welcome feedback from candidates, centres and training providers and other service users. Such feedback is invaluable in helping our organisation to evaluate and improve on a continual basis.

We always advise that you visit our policies before lodging an enquiry or complaint. Please refer to our website where our policies are listed.

Objectives

The objectives of this Enquiries and Complaints Policy is to:

- provide individuals with a fair and effective way to complain about the service provided
- ensure everyone knows how to provide feedback and how a complaint will be handled
- ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- ensure that enquiries and complaints are monitored and used to improve CIOL Qualifications services.

Definitions

Enquiry

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.

Complaint

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.

CIOL Qualifications 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 re-occurrence
- review regularly the number of enquiries or complaints received and the outcomes of investigations including any actions taken.

Centre responsibility

Centre staff involved in the management of CIOL Qualifications assessments and their Candidates must be made aware of the contents of this policy. All recognised centres must have an Enquiry and Complaints Procedure and Policy.

How to submit an enquiry or complaint

If a candidate, centre or training provider has an enquiry or complaint, they should send it via email to Qualifications@ciol.org.uk. We are unable to accept formal complaints over the telephone.

Please contact us within two weeks of the event taking place.

In the event that you wish to make a complaint against one of our recognised centres you must first exhaust the complaints procedure with the specific centre. After all channels have been explored you can make a direct complaint to CIOL Qualifications.

What details do I need 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 and times if known)

- any names of the people you have dealt with so far
- copies of any relevant papers, email, letters or documents.

Acknowledging and responding to enquiries or complaints

Enquiries and complaints will be acknowledged within five working days, and when further investigation is required, responded to within 15 working days by the Head of Qualifications or 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 if an investigation has been triggered. CIOL Qualifications will not disclose details of an investigation and additionally a decision may be made that it is considered inappropriate to disclose full details of the outcomes of any investigation, due to confidentiality or legal reasons.

CIOL Qualifications may contact any person involved to seek further information or clarification. At the end of the investigation we shall write/email 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 and complaints

Enquiries and complaints provide important feedback which allows us to improve the services we provide. Our Customer Service Team will monitor:

- the number of enquiries and complaints by department
- the nature of the enquiry complaints
- whether satisfactory outcomes were achieved
- whether service standards were achieved
- actions or recommendations made/agreed in response to the enquirer or complainant
- future improvements.

Policy version and owner

Policy review date	June 2021
Policy owner	Responsible Officer

Regulatory references

Ofqual General Conditions of Recognition
Condition D4: Enquiry and Complaints Policy
Qualifications Wales
Condition D4: Enquiry and Complaints Policy