



Complaints

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What is a Complaint?

SFEDI Awards strives to operate in a supportive and open manner and as such wants to hear if there are concerns or issues that have arisen in the delivery or provision of SFEDI Awards products and/or services.

Complaints may come from sources including learners, approved centres and external agencies.

A complaint is where there is an expression of dissatisfaction by one or more customers about a delivery organisation's action or lack of action, or about the standard of service provided by them or on its behalf.

What we Will Do

If you feel that you have grounds to make a complaint you may submit your complaint in writing to SFEDI Awards Head Office care of the Chief Executive.

SFEDI Awards will forward an Complaint Acknowledgement letter to the centre or individual within 2 working days.

How Will a Complaint Be Handled?

SFEDI Awards will review the instance reported and gather together initial information to ascertain the details of the contact person, an overview of the instance reported and where the instance took place.

We will complete an investigation into the instance reported which will take no longer than 10 working days and a report will be finalised within 5 working days of the investigation being completed. If further time is required due to the nature of the instance reported then we will notify all parties of the new timescales for completion.

SFEDI Awards will use the details gathered during the investigation to form the basis for the final report. This report will detail;

- the initial reporting of the instance
- the plan for investigation
- the investigation followed and reference to further documentation
- a conclusion of findings
- a recommendation of actions to be taken

If the complaint regards the External Quality Assurance practice in relation to the monitoring of assessments, SFEDI Awards reserves the right to forward the assessment documentation to a second External Quality Assurer, who has no contact with that centre, for re-assessment to enable a thorough investigation.

The final report and recommendation of actions to be taken will be presented to the SFEDI Awards Senior Management Team to allow for final approval prior to notification of findings to the parties concerned.

Any recommended actions to be taken will be discussed with the parties concerned and timescales set as to when they must be completed by. This process will also allocate nominated persons responsible for each of the actions to be completed.

Independent Investigation

On receipt of the final report, if the centre or individual is not satisfied with the outcome, they can challenge the decision as long as they have grounds to.

The challenge must be submitted, in writing, to the CEO of SFEDI Awards directly and a Challenge Acknowledgement letter will be forwarded within 2 working days.

The CEO will appoint an independent person to carry out the investigation and all prior documentation will be provided by both SFEDI Awards from the first investigation and the centre or individual to support their grounds to challenge.

The independent person will complete an investigation into the challenge which will take no longer than 10 working days and a report will be finalised within 5 working days of the investigation being completed. If further time is required due to the nature of the instance reported then the independent person will notify all parties of the new timescales for completion.

The independent person will use the details gathered during the investigation to form the basis for the final report as described earlier within this procedure.

The final report and recommendation of actions to be taken will be presented to the SFEDI Awards Board to allow for final approval prior to notification of findings to the centre or individual. The report will also make recommendations to SFEDI Awards if they are to be found at fault during the challenge process. Any recommendations regarding SFEDI Awards will be presented at the subsequent Senior Management Team meeting for discussion and resolution.

Any recommended actions to be taken by the centre will be discussed and timescales set as to when they must be completed by. This process will also allocate nominated persons responsible for each of the actions to be completed.

What About the Regulator?

Only once the Independent Investigation has been completed, the centre or individual, can challenge the decision to the Regulator. This will follow the published complaints procedure for the relevant Regulator.

SFEDI Awards will ensure all paperwork relating to the complaint is available to the Regulator to allow them to complete their duties fully.

We have three Regulators; Ofqual, Qualifications Wales, SQA Accreditation who can be contacted using the following details:

Ofqual

Postal: Earlsdon Park, 53-55 Butts Road, Coventry, CV1 3BH
Telephone: 0300 303 3344

Qualifications Wales

Postal: Q2 Building, Pencarn Lane, Imperial Park, Coedkernew, Newport, NP10 8AR
Telephone: 01633 373 222

SQA Accreditation

Postal: The Optima Building, 58 Robertson Street, Glasgow, G2 8DQ
Telephone: 0345 213 5249

Scottish Public Service Ombudsman

Learners who are undertaking qualifications that are regulated by the Scottish Qualifications Authority and are users of public bodies have the right to complain to the Scottish Public Service Ombudsman as the final arbiter.

This option is available once the learner has completed all prior steps of complaint including the Regulator's processes, SQA. The complaint cannot be under consideration in a court of law and must usually have been raised within the previous 12 months.

The Scottish Public Service Ombudsman will not consider complaints about academic decisions, such as the outcome of an assessment.

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