

## **Complaints Policy Updated June 2019**

## 1. Overview

1.1 SEB Training Services (SEBTS) is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking necessary steps to prevent further occurrences.

1.2 We aim to ensure that:

- a) Making a complaint is as easy as possible
- b) We deal with complaints promptly, politely, fairly, factually and confidentially
- c) We respond appropriately, with explanation, apology or information as appropriate
- d) We review and learn from complaints thereby improving our service

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However, if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 Complaints regarding teaching, assessment, administration and quality assurance are normally handled by SEBTS who are a Centre offering ITC qualifications.

## 2. Complaints or Appeal?

2.1 An appeal occurs when a judgement decision has been made e.g. Candidates may appeal assessment decisions

2.2 Any individual or organisation that is affected by an assessment decision made by SEBTS or ITC is eligible to take advantage of the separate appeals process.

2.3 The SEBTS Appeals policy may be found on the SEBTS Candidates Appeals Policy or a paper copy can be requested. The ITC Appeals Policy can be found on the home page of the ITC website.

## 3. Formal Complaints to SEBTS

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently. Initially all complaints should however be raised immediately with the course tutor.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.3 The complainant should:

- a) Complain in writing
- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Explain clearly all details of incidents, consequences, as a result and the form of redress or change in operations that are sought.
- d) Complain within 8 weeks of the occurrence.

3.4 SEBTS will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response [this would usually take 15 working days].
- b) Deal reasonably and sensitively to the complaint.
- c) Act where appropriate.

3.5 SEBTS will investigate the subject matter of the complaint and reply in writing within 15 working days.

3.6 If the complainant is not satisfied with the response then they can write directly to SEBTS for review and if still not satisfied can complain to ITC who will follow ITC published procedures for handling complaints.

3.7 If not satisfied with ITC published procedures then a complaint can be made to the external regulators, Ofqual, or SQA Accreditation after exhausting ITC Complaints procedure.

3.8 SEBTS will log any complaints received including the response and actions taken.

NB-No complaints have been made between 2017 and 2019 YTD

Appeals can not be raised to regulators, however if dissatisfied with the Centres and ITC First's handling of their appeal then a complaint may be raised in this respect. Also QCF no longer exists, it has been replaced by the regulated qualifications framework (RQF). SQA accreditation should be referred to as such and Scottish qualifications are to be referred to as SQA Accredited qualifications. Complaints - again SQA must be referred to as SQA Accreditation, to avoid any confusion with SQA the Awarding Body.