

ASQ Complaints Procedure

C1

1	<i>The Complaint Procedure</i>
1.1	<p>Types of complaints covered by this Procedure Complaints from a candidate regarding either the qualification delivery or outcome should be firstly addressed to the appropriate approved centre that enrolled the candidate for the course. Once the ADC process has been completed, and dissatisfaction still arises, a formal complaint can be addressed to ASQ, the awarding organisation.</p> <p>Approved centres/assessment sites and candidates can check with ASQ any assessment decisions affecting candidates' or any other decisions affecting the qualification delivery for example;</p> <p>(a) If you feel we have not treated you fairly, (b) Decisions regarding Reasonable Adjustments and Special Consideration (c) Decision to withhold certificates or to suspend a centres 'approved centre status.' (d) Decisions relating to any action taken against learner or centre following investigation into malpractice or maladministration. (e) Failure to give you access to information or incorrect advice.</p>
1.2	<p>Measures to be taken</p> <p>a. Complaints to the awarding body about assessment and other related decisions should be directed to the ASQ Operations Manager in the first instance if and when any 'Approved centre' process has been followed with the enquiry/complaint outcome documented.</p> <p>b. To log a complaint please email the Operations Manager; rachelpalmer@asq.org.uk or write to ASQ, Ping House, The Belfry, Sutton Coldfield, B769PW. Please ensure to include as much detail as possible including your name, candidate number (if known), address, telephone number, and qualification name, the nature of the complaint and how it has affected you. Please enclose copies of any supporting evidence you have to support your claim.</p> <p>c. If an approved centre or a candidate raises a complaint about an assessment decision in relation to the candidate's written work/external assessment, we are prepared to arrange for and External Verifier to reassess this work so as to ascertain whether the original assessment decision was correct – please refer to our appeals policy. If, however, it is a practical assessment that is being questioned, we would require approved centres to submit a formal complaint on their candidate's behalf, following the procedure outlined in the ASQ appeals procedure.</p>
1.3	<p>Anonymous complaints</p> <p>ASQ welcome complaints as a way of active feedback to continually improve our organisations working practice. Whilst sometimes it is imperative to provide your details in order to deal with a complaint effectively, there may be occasions where candidates/approved centres wish to feedback on situations that do not require disclosure. ASQ will act on these complaints where we feel it is completely appropriate to do so, however where we do not have enough details to progress we may not be able to continue investigations. If sufficient details have been divulged and serious allegations have been made ASQ will continue to log a complaint and deal with the matter as per this process.</p>
1.4	<p>Timescales for dealing with complaints</p> <p>Raising a complaint with reference to results and related decisions will usually be dealt with within five working days of receiving the complaint – unless a reassessment of written work is involved, in which case the result of such reassessment will be notified to the person raising the complaint, in writing within 15 working days. In the exceptional circumstance we are likely to exceed the above timescales ASQ will advise of the reasons for extension which will be justifiable and clearly noted.</p>

1.5	<p>ASQ are committed to equal opportunities and take complaints about discrimination seriously. We may use complaints about discrimination to review our policies and procedures. This is to make sure we treat everyone fairly. We will record information about the ethnic background, sex, disability if applicable, of everyone who makes a complaint, if you are willing to provide it, so that we monitor, promote and maintain our equal opportunities commitment. We will keep this under review to take account of changes in legislation. ASQ will keep all information confidential. ASQ whistleblowing policy is available and should be referred to for staff wishing to report a complaint within their own approved delivery centre, once ADC process has been completed.</p>															
1.6	<p>Escalation.</p> <p>In the event you are not entirely satisfied with our outcome of the complaint you may be eligible for referral to the relevant regulatory authorities. Candidates and centres must ensure they have followed the correct escalation route internally, as below, prior to contacting regulatory bodies.</p> <p>Escalation route</p> <p>Learner → Approved Delivery Centre → ASQ → Regulatory body</p> <p>Complaints regarding qualification/assessment outcomes can be referred to ASQ appeals body but cannot be referred to regulatory authorities.</p> <p>Complaints reference to Awarding organisations not following their own processes can be referred to the relevant regulatory body's dependant on their jurisdiction as shown in the table below.</p> <table border="1" data-bbox="217 1010 1437 1444"> <thead> <tr> <th>Location of where assessment was taken</th> <th>Regulatory body:</th> <th>Website address</th> </tr> </thead> <tbody> <tr> <td>England</td> <td>Ofqual</td> <td>https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure</td> </tr> <tr> <td>Wales</td> <td>Qualification Wales</td> <td>http://www.qualificationswales.org/english/our-work/regulating-awarding-bodies/complaints-about-awarding-bodies/</td> </tr> <tr> <td>Northern Ireland</td> <td>CEEA</td> <td>http://ceea.org.uk</td> </tr> <tr> <td>Scotland</td> <td>SQA Accreditation</td> <td>https://accreditation.sqa.org.uk/accreditation/home</td> </tr> </tbody> </table> <p>SQA Accreditation, as with other regulatory bodies cannot overturn the assessment decision/results and will only consider the awarding body's policies/processes utilised in reaching their decision to determine if due process was followed.</p>	Location of where assessment was taken	Regulatory body:	Website address	England	Ofqual	https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure	Wales	Qualification Wales	http://www.qualificationswales.org/english/our-work/regulating-awarding-bodies/complaints-about-awarding-bodies/	Northern Ireland	CEEA	http://ceea.org.uk	Scotland	SQA Accreditation	https://accreditation.sqa.org.uk/accreditation/home
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1.7	<p>Contact us.</p> <p>To discuss our complaints procedure further or for any assistance please contact; ASQ Operations Manager Ping House The Belfry Sutton Coldfield B76 9PW 01675 477866</p> <p>Email rachelpalmer@asq.org.uk</p>															
<p>ASQ Policy review date: March 2019</p>																
<p>Policy read, understood and cascaded where relevant by; Signature: _____ Date: _____ Job role: _____</p>																