

**Ignite Unlocking Potential Complaints Policy**



## **Complaints Procedures**

### **1. Overview**

1.1 **Ignite Unlocking Potential** 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 whatever steps possible to prevent further occurrences.

1.2 **Ignite Unlocking Potential** to ensure that:

- a) Making a complaint is as easy as possible
- b) We deal with complaints promptly, politely, fairly, factually and confidentially [where appropriate]
- c) We deal with complaints as an expression of dissatisfaction with our services which calls for prompt response
- d) We respond in the right way, with explanation, apology or information as appropriate
- e) 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 handled by **Ignite Unlocking Potential** are a Centre offering ITC qualifications (Stage 1.).

1.5 If you are dissatisfied with a decision made by **Ignite Unlocking Potential** can then complain to the awarding body ITC First Aid Ltd (Stage 2).

### **2. Complaint or Appeal?**

2.1 An appeal occurs when a judgement decision has been made. E.g. Candidates may appeal assessment decisions or **Ignite Unlocking Potential** appeal external verification decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by **Ignite Unlocking Potential** ITC is eligible to take advantage of the appeals process.

2.3 The ITC Appeals Policy can be found on the home page of the ITC website. The **Ignite Unlocking Potential** policy may be accessed through the Awarding Centre **Ignite Unlocking Potential** or via our website <http://igniteup.co.uk/contact-us/>

### **3 Formal Complaints to Ignite Unlocking Potential**

3.1 This formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

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

3.3 **Ignite Unlocking Potential** will:

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

3.4 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) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.

d) Complain within 8 weeks of the occurrence.

3.5 **Ignite Unlocking Potential** 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 **Ignite Unlocking Potential** review and if still not satisfied can complain to ITC Awards Manager 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 after exhausting ITC Complaints procedure. SQA Complaints ONLY. If the complaint has been escalated to SQA and the candidate is not satisfied with SQA complaint procedures the complaint can be ultimately raised to the Scottish Public Services Ombudsman (SPSO).

3.8 **Ignite Unlocking Potential** will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required – Refer Appendix 1.

**APPENDIX 1: Complaints Register/Log**

<b>D a t e Received</b>	<b>Complainant</b>	<b>Acknowledged</b>	<b>S u m m a r y Complaint</b>	<b>o f</b>	<b>Actions/Response</b>

Next Review: When there is a major change to organisation  
or legislation

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