



ETC Awards Limited

Complaints Procedure

Introduction

This document is intended to provide the relevant information to all ETA customers including those who we may come into contact with as potential customers or customers of our formal customers. This could include, but is not limited to: centres, learners, employers and the general public.

Our Commitment

We pride ourselves on being the partnering awarding organisation and in order to achieve this we believe it is necessary to work closely with our customers and harmonise their wants and needs with our deliverables.

We do everything in our power to ensure your experience when dealing with us is a positive one. Therefore, it is absolutely essential to us, if you feel our service or interaction with you has fallen below your expectations, you advise us immediately. We will always address the matter, learn lessons from it and where appropriate, adjust our approach to ensure it does not happen again.

Before making a complaint

All ETA approved centres must have their own complaints and appeals policy which should state clearly how complaints relating to the delivery, including assessment, of ETA qualifications, or bespoke Programmes can be made. Complainants must first of all go through their centres own process before bringing the matter to the attention of ETA. If, having exhausting the centres complaints process you are unhappy with the outcome, you can submit a formal complaint to ETA for review using the process below. You must provide evidence to support your complaint.

Complaints under this policy should be made promptly and normally within 90 days of the complaint incident. ETA may at its discretion consider complaints made later than 90 days having regard to any unreasonable delay by any party involved, but will not hear any complaint which has been raised more than 6 months after the incident.

Making a Complaint

How to complain

We are a small dedicated team who work very closely together. In the first instance we would always recommend that if you have experienced difficulty with a member of the ETA team, or are concerned about the information they have given you, you try and sort it out directly with them as soon as possible.

If you find this is not possible or it still does not resolve the problem, as to speak to the Managing Director (MD) who manages all personnel directly.

If you still feel this has not resolved the situation, you should put your complaint in writing, via email, to the MD who will review and annotate it impartially before forwarding to the Chair of the ETA Governing Body.

Details you will need to provide

When you write to us please provide the information below in addition to the details as to the nature of the complaint:

- full name
- preferred contact details (daytime telephone number)
- details of the people who you have already dealt with
- details of the complaint
- any relevant documentation

How your complaint will be dealt with

You will always receive a written acknowledgement within 3 working days.

We undertake to investigate your complaint within 7 working days however on occasions it may be necessary to extend this period to ensure that we are able to gather all of the information. We will provide regular updates on the expected timescales during an extended period. It is possible we may need to contact you or even meet with you during the investigation period. Once we have gathered all of the information and reached a conclusion, we will write to you with the outcome.

If we uphold your complaint

We will of course apologise and review our services, procedures and practice to ensure that it cannot happen again.

If the outcome of the investigation indicates a failure in our qualification, assessment process or quality assurance practice, we will contact the regulator and any other relevant stakeholders to ensure that appropriate action is taken to rectify this.

If you are not happy with the outcome

You can write to us and explain why you are not happy. Please provide a focussed rationale in response to the outcome letter you have received from us as this will be forwarded to the ETA Governing Body who will make a final decision using all of the information available to them.

NB: If you feel your complaint is in the nature of an appeal, please refer to the ETA Appeals Policy

Taking a complaint further

Should it be felt that there is still a case for complaint, the matter should be raised with the relevant regulator (Ofqual in England, CCEA in Northern Ireland). Each of these organisations will have a formal procedure in place to handle complaints.

Complaints forwarded from the Regulator

If we are advised by the regulator that a complaint has been received by them with regard to either our services, assessment practice or qualification development, we will deal with it in the same way as detailed in this policy or the ETA Appeals Policy.

Confidentiality and Whistle Blowing

We understand that sometimes you may wish to remain anonymous however to ensure the most useful outcome, we will always try and encourage you to reveal your name to us but will work with you to protect your identity if need be and can confirm that we are not obliged to disclose these details to anyone else.

Please be assured that we will always investigate issues raised by an anonymous whistle blower, however it will be necessary for us to confirm the details via investigation before the complaint is followed up with the relevant parties. All investigations of this nature are dealt with in accordance with the guidance and legislation from the regulators.