



Future (Awards and Qualifications) Ltd

Complaints Policy

Version September 2017

www.futurequals.com

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Document Control Information

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Version Number	Date Approved	Change/Reasons for Change/Comments
V December 2016	September 2016	New Document
V May 2017	February 2017	Complaints Policy amended to reflect revised FutureQuals internal roles and responsibilities for the allocation and resolution of complaints.
V September 2017	September 2017	Amended to include complaints relating to end point assessment.

Introduction to Future (Awards and Qualifications) Ltd

Future (Awards and Qualifications) Ltd is forward thinking, learner and customer-focussed, and committed to delivering inspiring learning and skills.

Our Values

“We are a Visionary, Supportive, Innovative and Professional Awarding Organisation that is committed to excellence”

Our Vision

“We envisage a place in which every learner realises their full potential”

Our Mission

“To provide respected and valued qualifications and assessment to enable quality assured learning”

Future is recognised to deliver regulated qualifications by Ofqual in England, CCEA Regulation in Northern Ireland, the Scottish Qualifications Authority (SQA Accreditation) and Qualifications Wales to offer a comprehensive and diverse range of qualifications across a wide range of vocational areas many of which are transferable across industries and sectors.

Future has been assessed by the Education and Skills Funding Agency as being suitable to conduct independent end point assessment of apprentices and be in receipt of public funds.

A full list of Future’s current qualifications and end point assessments can be accessed at <http://www.futurequalsquals.com>

We have developed a genuine understanding and insight into all types of educational organisations, which ensures that we are highly responsive to their needs. We offer a wide range of benefits and support for our learners, our approved centres, and their assessment and quality assurance teams.

Future offers a wide range of benefits and support for all of our educational products and services including:

- Vocational qualifications accredited by the UK regulators and recognised by employers, universities and professional bodies
- 24/7 online management systems for the registration of learners, ensuring highly efficient services and access to assessment and results.
- A diverse range of qualifications and end point assessments
- A flexible approach to assessment
- A network of professionals who examine and quality assure our regulated qualifications and assessments
- Regular updates on new developments in education and training
- Unrivalled customer service support and extensive guidance materials

Complaints Policy

Purpose

The purpose of this policy is to describe how Future (Awards and Qualifications) Ltd learners, centres and other third parties can approach us to make a complaint.

Through this policy, we ensure that all complaints are handled in an open, timely and consistent manner.

It provides information about what we will do on receipt of a complaint and the process we will undertake to resolve the complaint, identify the cause of the problem and implement any necessary mitigation or remedial action.

The process for escalating a complaint to the relevant qualifications regulator is also described.

Definition

A complaint is an expression of dissatisfaction from you about our qualifications, end point assessments, our standard of service, our actions or lack of action or the complaints handling process.

We are committed to providing an effective and efficient service to a high standard. However, if we fall short of expectations or our own standards, we want to give the opportunity for those affected to provide feedback so we can put things right.

We encourage users of our qualifications and end point assessments to contact us if they feel that any aspect of our qualifications, assessment arrangements or support materials may have discriminated users with a particular protected characteristic.

We will investigate complaints quickly, fairly, consistently, politely and, where necessary, confidentially. All complaints are allocated the appropriate resource and a response provided in the right way. For example, by giving you an explanation or an apology where we have got things wrong, and letting you know what action we've taken.

We regularly review complaints and feedback that we receive in order to learn from any errors made and to improve our service.

This policy is subject to a three-year review cycle, or earlier if feedback is received, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

It is also reviewed as part of our continuous improvement monitoring through annual self-assessment arrangements.

Making a complaint

Formal complaints can be submitted in writing addressed to the Responsible Officer using the contact details below, by letter or email, or via our website.

Future (Awards and Qualifications) Ltd
EMP House
Telford Way
Coalville
Leicestershire
LE67 3HE
Email: info@futurequals.com | Website: www.futurequals.com

When submitting complaint please include the following information:

- Your name, address and contact details
- Full details of your complaint i.e. what happened, where it happened and when it happened
- Any information or evidence that supports your complaint
- The resolution you feel is warranted

As part of our centre approval process to deliver our qualifications, all centres must have an internal policy in relation to complaints. Therefore if a complaint relates to a specific centre, you/your learners must exhaust the policy. If you feel that a centre has not investigated the complaint fully or correctly, you can raise a complaint directly with us to investigate under the terms of the agreement with the centre.

If a complaint involves an allegation of malpractice or maladministration please refer to our current Malpractice and Maladministration Policy.

We will investigate complaints from anonymous sources only where there is sufficient detail provided to identify the issue/concern, individual or centre involved and the qualification(s) or end point assessment implicated in the complaint.

Future (Awards and Qualifications) Ltd is registered under the Data Protection act and handles all data in accordance with the required procedures of the Act.

Investigating a complaint and its outcome

The Responsible Officer will allocate a senior member of staff not involved in the complaint to investigate. All complaints will be acknowledged within two working days and you will be informed of the name of the person who is investigating your complaint.

We aim to resolve complaints within 5 working days and, should the issue be complex, inform you if resolution is not possible within that timeframe.

Once we have completed our investigation we will provide a response that explains what went wrong, why it went wrong and what action will be taken to resolve the situation.

If you are not satisfied with the response you receive to your complaint, you can request a review of it within 20 working days of the date of our decision letter. In this circumstance, the request will be referred to the Chief Executive Officer who will either allocate a senior member of staff not involved in the original complaint or its response to complete the review or may undertake the review himself/herself.

However, we will only carry out a review if you provide clear reasons for making your request and set out the areas of concern. Your reasons must relate only to the way that we have or have not investigated your complaint and not the detail of the complaint itself.

If as a result of the complaint, we identify a failure in any of our services, policies and procedures we will take all reasonable steps to:

- Identify other learners/centres/training providers who have been affected by the failure
- Correct the failure or, where it cannot be corrected, mitigate as far as possible the effect of the failure
- Put arrangements in place to ensure that the failure does not recur in the future
- Put arrangements in place to notify all relevant stakeholders of any changes that affect them and why

Vexatious complaints

Whilst we understand that making a formal complaint can, in some cases, may be raised as a result of emotive circumstances, our staff will not engage with abusive complainants or persistent and repeated

contacts from complainants. This type of contact reduces the time that we can dedicate to carrying out investigations into complaints.

Where a complainant becomes abusive in the manner in which he/she corresponds with us, or repeatedly contacts us with no new evidence or information, this will be classed as vexatious behaviour.

We consider the following forms of behaviour as being vexatious:

- A complainant being abusive or threatening, or making unreasonable demands either during a telephone conversation, face to face meeting or in written correspondence.
- A complainant repeatedly contacting us via telephone or email in a given working day without offering new evidence or information.
- Making accusatory remarks about Future (Awards and Qualifications) Ltd or the member of staff investigating the complaint.

Regulatory requirements

Every attempt has been made to ensure that the provisions of this document are consistent with the requirements of the regulatory authorities.

Where the requirements of the regulatory authorities are amended and require changes to this document, such changes will be made as soon as practicable and we will inform customers accordingly.

If your complaint relates to a qualification or end point assessment regulated by Ofqual, you may complain directly to Ofqual if you have exhausted our complaints policy. The following link will provide further information on how you may do this.

<https://www.gov.uk/government/organisations/ofqual/about/complaints-procedure>

If your complaint relates to a qualification regulated by Qualifications Wales you may complain directly to Qualifications Wales if you have exhausted our complaints policy. The following link will provide further information on how you may do this.

<http://qualificationswales.org/regulation/complaints/?lang=en&>

If your complaint relates to a qualification regulated by CCEA Regulation you may complain directly to CCEA Regulation if you have exhausted our complaints policy. CCEA can be contacted by email at ccearegulation@ccea.org.uk

SQA Accreditation in Scotland

In Scotland, learners have the right to complain directly to the regulator, SQA Accreditation. This includes if you remain unhappy with decisions made by your centre or by further complaint to FutureQuals.

Although no complaints of this nature have been escalated to SQA Accreditation following dissatisfaction with a response received from us, all our centres should inform learners as part of its induction process (ideally documented in its induction materials), of the opportunity to submit complaints to FutureQuals and the regulator.

Scottish Public Service Ombudsman (SPSO)

The SPSO considers complaints about public services in Scotland which includes further education colleges, local authority centres and higher education establishments i.e. universities and SQA Accreditation. If your complaint relates to a centre that is not a public body you cannot escalate your complaint to the SPSO.

In all cases, complainants must have exhausted the complaints process of the organisation against which it wishes to make a complaint before the SPSO accept the complaint for investigation. However, if a complaint

concerns the behaviour of a public service centre staff member, once the centres complaints process has been exhausted, a complaint can be made to the SPSO without the need to escalate the complaint to FutureQuals.

The SPSO cannot consider complaints about academic decisions such as the outcome of an assessment as these are considered to be an appeal. Appeals against the outcome of an assessment are dealt with by the Future (Awards and Qualifications) Ltd Enquiries about Results and Appeals Policy, which is available on our website.

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to our attention, to ensure it remains fit for purpose and the process and its outcomes are deliverable.

It is also reviewed as part of our continuous improvement monitoring through its annual self-assessment arrangements.

FutureAssessTM

INSPIRING LEARNING AND SKILLS

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