

# CENTRE – COMPLIMENTS, CONCERNS, SUGGESTIONS, COMPLAINTS & APPEALS PROCEDURE

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## **Purpose**

1. Learners have the right to communicate with the organisation providing their qualification and can communicate with the Internal Quality Auditor on any of the above grounds.

## **Scope**

2. This procedure is applicable to all Qualifications and associated processes.

## **Compliments, concerns, suggestions, complaints & appeals procedure**

3. The following steps should be followed if a learner wishes to communicate on the above grounds
  - a. A learner communication form at Annex A should be completed in all cases and passed to the IQA
  - b. The Internal Quality Auditor (IQA) should inform the Centre Coordinator that a communication has been made within 5 working days.
  - c. The Centre Coordinator should inform provide the 'communicator' with a written a written reply and any subsequent actions also within 5 working days.
  - d. If the learner is not satisfied with the findings of the IQA written response (findings to be given to the candidate within 10 working days of receipt) then the Communication is to be resolved by the Centre Co-ordinator.

## **Note**

Comprehensive records should be made of any Compliments, concerns, suggestions, complaints & appeals procedure and subsequent actions and findings.

Overleaf:

Candidates Complaint & Appeals Form

**COMPLIMENTS, CONCERNS, SUGGESTIONS, COMPLAINTS & APPEAL FORM\***

\*Please delete the reasons for this communication that are not relevant.

Learners Name		
Assessors / Tutor Name		
IQA's Name		
Date/s of occurrence?		
Assessment Plan Attached?		
<b>Reason/outline for Communication</b>		
Learners Signature		Date:
<b>Assessors / Tutor Comments</b>		
Assessors signature		Date:
<b>IQA's Comments/Decision</b>		
Date communication received:	Date of reply:	
<b>IQA Name</b>	<b>Signature</b>	

See attached sheet/s for Centre Co-ordinators decision if required