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**Quality Document NISQ D7 Complaints Policy and Procedures**

**Complaints procedures**

**Introduction**

This procedure outlines the way in which learners, NISQ Approved Centre Assessors/teachers, Staff, all NISQ Staff and other users of Qualifications can make a complaint, use in the event that they wish to challenge an inappropriate aspect of NISQ or NISQ Approved Centre.

**Learners** could complain to NISQ or the NISQ Approved centre about the following areas:

* access to assessment
* process of assessment
* the handling of an appeal
* administrative issues, example, failure to register/apply for certification.

**NISQ Approved Centre Assessors/teachers/NISQ** could complain about the following areas:

* access to support and guidance
* administrative issues
* insufficient time to undertake the function.
* Handling of Appeals
* HR and Staff related Issues

**Implementation**

A complaint in respect of the above issues can be lodged with NISQ Director Qualification Division or the NISQ Approved Centre Qualification Coordinator on the following Forms Available from [www.nisq.uk](http://www.nisq.uk) to download the NISQ 22 Stage 1 Complaints Form.

**Stage 1**

**Example of procedure**

**Complaint made on the NISQ 22 Stage 1 Form**

This form is used to ascertain if an informal resolution to the complaint is possible, the complaint must be made within 20 days of the issue arising. The informal stage 1 is used for a variety of complaints and can be informally resolved by the complainant and either the;

* NISQ Approved Centre Qualification Coordinator and or the,
* NISQ Director Qualification Division,

Agreeing on a resolution with the complainant.

All complaints are to be dealt with in a fair manner, until all parties concerned are happy with the outcome. Complaints will be dealt with sensitively and in confidence. Record of Complaint forms stage 1 are to be responded to within ten days. Completed Record of Complaint forms and all other records and correspondence regarding a complaint are to be filed with NISQ, who will complete the NISQ 46 The Complaints Register.

**Stage 2**

Should the Compliant not be resolved following stage 1, the Complainant can progress the appeal to Stage 2 which is a formal **Written** Appeal to the Director of the Qualification Division NISQ on NISQ 23 Record of Compliant Application Form Stage 2.

There is a nominal fee for this process see NISQ 06L The Fees Explained Document. This will include the appointment of a Complaint Panel, comprising of three members appointed by The Governing Body NISQ.

Should the Complaint refer to any of these persons, they will be replaced immediately. The Panel will adjudicate that all processes and procedures have been complied with and the issues of the complaint will be deliberated. The Complaints Panel will return their findings, recommendations and any outcomes in writing to the NISQ Governing Body, who will inform the complainant of their decision.

**Timeline - Stage 2**

Once notified NISQ will acknowledge the receipt of the Complaint within 3 working days, arrange for the Complaint Panel to meet within 30 days and following this Complaint Panel meeting relay the outcome to the complainant in writing within 3 working days. Complaint Panel Decision or recommendations are sent to the Governing Body. The Governing Body decision is final unless new evidence is produced of relevance.

NISQ 46 The Complaint Register Is completed.

**Record of Complaint Form NISQ 22 Stage 1**

**NISQ Approved Centre Qualification Coordinator/NISQ Director Qualification Division**

First name(s): -………………. Last name: -……………….

Qualification: -……………………… Location: -…………………

Dates: -……….to……….

Details of the complaint-please continue on the back if necessary: -

Have you previously made a VERBAL COMPLAINT about this issue?

YES………. No……….

If “yes” to whom? ……………….. When? ………………..

Have you previously made a WRITTEN COMPLAINT about this issue?

YES………. No……….

If “yes” to whom? ……………….. When? ………………..

What has been the response to your previous complaint?

What do you think should be done to put this right?

Complaint Resolved – Yes/no

How was it Resolved -

**Complainant** - **Signature: -………………. Date: -………….**

**NISQ Approved Centre Qualification Coordinator or Director Qualification Division NISQ**

**-signature ………… Date………………**

Time Period for Complaint – see NISQ D7 Complaints Policy available to download [www.nisq.uk](http://www.nisq.uk)

**Record of Formal Complaint Form NISQ 23 Stage 2 –**

**Director Qualification Division**

First name(s): -………………. Last name: -……………….

Qualification: -……………………… Location: -…………………

Dates: -……….to……….

Details of the complaint-please continue on the back if necessary: -

Have you previously made a VERBAL COMPLAINT about this issue?

YES………. No……….

If “yes” to whom? ……………….. When? ………………..

Have you previously made a WRITTEN COMPLAINT about this issue?

YES………. No……….

If “yes” to whom? ……………….. When? ………………..

What has been the response to your previous complaint?

What do you think should be done to put this right?

**Complainant** - **Signature: -………………. Date: -………….**

**NISQ Director Qualification Division -signature …………….. Date………………**

# Time Period for Complaint – 3 working days to acknowledge receipt, 30 working days to hold Panel meeting, 3 working days to notify the complainant of outcome.

# The Complaints Panel Will Consists of 3 persons;

**Members made up from**

* 3 Members appointed from the Challenge, Review and Advisory Committee; members appointed by the NISQ Governing Body,
* Revolving Chair – voted on day of the approval panel by the approval panel members,
* Members of the Approval Panel appointed can be replaced by other CRAC members should the circumstances require a removal of that member due to a conflict of interest or a complaint,
* Members are appointed from an active list of no less than eight names – NISQ may add additional names with similar backgrounds and qualifications, as and when required to do so, due to retirement and Conflict of Interests that have been declared,
* If persons above are or become involved in the compliant then the replacement will be by another suitable member form the live list.