



Complaints Policy

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1. Introduction

LICQual UK is committed to providing high-quality qualifications and services to all learners and ATCs. However, there may be instances where learners, centres, or any relevant parties feel dissatisfied with the service or support provided. In such cases, LICQual UK aims to resolve complaints in a fair, transparent, and timely manner. This Complaints Policy outlines the procedures for raising complaints, the process for resolving them, and the expectations from both the complainant and LICQual UK.

2. Purpose of the Policy

The purpose of this policy is to:

- Provide a clear and accessible process for making complaints.
- Ensure that complaints are handled in a fair, transparent, and timely manner.
- Maintain a high standard of service by using complaints to identify areas for improvement.
- Ensure that all complaints are treated seriously, irrespective of their nature or source.

3. Scope and Applicability

This policy applies to:

- All learners enrolled in LICQual UK qualifications.
- All Accredited Training Centres (ATCs) delivering LICQual UK qualifications.
- LICQual UK staff involved in the qualification delivery, assessment, and certification process.
- Any third-party organisations or individuals directly involved in the qualification process.

4. Definition of a Complaint

A complaint is defined as an expression of dissatisfaction or concern raised by any individual or organisation regarding the delivery, assessment, or administration of LICQual UK qualifications. Complaints can relate to:

- The quality of teaching and learning.
- Assessment processes and feedback.
- Qualification delivery and content.

- Staff conduct or behaviour.
- Services provided by LICQual UK or its ATCs.
- Any other concerns related to the qualification or service.

5. How to Make a Complaint

To ensure all complaints are handled effectively, complainants are advised to follow the steps outlined below:

➤ Step 1: Informal Resolution

- ❖ In many cases, complaints can be resolved informally through direct communication with the relevant individual, trainer, or assessor. This should be the first point of contact for the complainant.
- ❖ The complainant should clearly explain the issue to the individual involved, providing details and evidence where possible.

➤ Step 2: Formal Complaint to the ATC

- ❖ If the issue is not resolved informally, the complainant should submit a formal complaint to the relevant Accredited Training Centre (ATC).
- ❖ The formal complaint must be submitted in writing (email or letter), detailing the nature of the complaint and the steps already taken to resolve the issue.
- ❖ The ATC will acknowledge receipt of the complaint within 5 working days and provide a resolution within 10 working days.

➤ Step 3: Formal Complaint to LICQual UK

- ❖ If the complaint is not resolved at the ATC level, or if the complainant is dissatisfied with the outcome, they can escalate the complaint to LICQual UK.
- ❖ The complaint should be submitted in writing to LICQual UK's Complaints Department, including:
 - The full details of the complaint.
 - Any relevant supporting documentation.
 - The outcome desired by the complainant.
- ❖ LICQual UK will acknowledge receipt of the complaint within 5 working days and aim to resolve the complaint within 15 working days.

6. Complaints Procedure

Once a formal complaint has been submitted, the following procedure will be followed:

➤ Step 1: Acknowledgement

- ❖ Upon receiving a complaint, LICQual UK or the ATC will acknowledge receipt within the required timeframe.
- ❖ A dedicated staff member will be appointed to investigate the complaint and gather any necessary information.

➤ Step 2: Investigation

- ❖ The designated investigator will assess the complaint, interview relevant parties, and review any supporting documentation.
- ❖ The investigator will aim to fully understand the nature of the complaint and the circumstances surrounding it.

➤ Step 3: Resolution

- ❖ After the investigation, the investigator will propose a resolution or corrective action based on the findings.
- ❖ The complainant will be notified of the decision, including any steps being taken to resolve the issue or prevent it from recurring.

➤ Step 4: Appeal

- ❖ If the complainant is not satisfied with the outcome, they have the right to appeal the decision.
- ❖ Appeals should be submitted in writing, detailing the reasons for the appeal.
- ❖ An independent review of the complaint will be carried out by an EQA (External Quality Assurer) or another relevant body, and a final decision will be made.

7. Confidentiality

LICQual UK is committed to maintaining confidentiality throughout the complaints process. All information gathered during the investigation will be treated as confidential and only shared with relevant parties involved in resolving the issue. Complainants will be assured that no negative consequences will result from making a complaint in good faith.

8. Record-Keeping

LICQual UK and its ATCs will maintain a record of all complaints received, including:

- The nature of the complaint.
- The steps taken to investigate and resolve the complaint.
- The final outcome or decision.
- Any corrective actions or changes implemented as a result of the complaint.

These records will be reviewed periodically to identify trends, areas for improvement, and opportunities for enhancing service quality.

9. Monitoring and Review

LICQual UK will regularly monitor the complaints process to ensure it is being followed effectively. The policy will be reviewed annually to ensure it is up to date and in line with best practices and regulatory requirements.

10. Consequences of Non-Compliance

Failure to follow the complaints process, or misconduct during the investigation or resolution of complaints, may result in disciplinary action. This may include:

- Reprimands for staff or ATC personnel.
- Suspension or revocation of an ATC's accreditation.
- Other actions deemed appropriate based on the severity of the non-compliance.

LICQual UK is dedicated to resolving complaints in a fair, efficient, and transparent manner. We encourage all parties involved in the qualification process to raise concerns if they feel dissatisfied with the service provided. This policy ensures that complaints are treated seriously and provides a clear process for resolution to uphold the quality and integrity of LICQual UK's qualifications.