

## Complaints Policy and Procedure

We value feedback of how we can improve our service. All complaints will be handled sensitively and efficiently. If you are not satisfied with our service, please follow the procedure below to enable us to respond to your complaint as quickly as possible.

The complaints procedures does **not** deal with decisions on assessment, reasonable adjustments and special considerations or centre recognition as these are dealt with by the Appeals process (see Appeals Policy and Procedure).

Crossfields Institute (CFI) does not normally investigate complaints received more than six months after their occurrence.

To enable CFI to process your complaint effectively please provide as much of the following information as you can:

- your name and address
- centre name and number, if relevant
- an email address
- candidate numbers, if relevant
- the qualification and specification code your complaint relates to, if relevant
- a clear description of your complaint
- copies of any relevant correspondence

Complaints must be submitted in writing to the Responsible Office of CFI as soon as possible after the occurrence/incident. All complaints will be acknowledged within 3 working days of receipt.

### Complaint Investigation Procedure

This will involve an investigation of the case by a member of CFI. The outcome of the investigation will be reported in writing to the Responsible Officer who will communicate this to the complainant within 4 working weeks from the date on which the complaint was received.

The investigation may

- (i) turn down the complaint or
- (ii) require CFI to take appropriate remedial action or
- (iii) may involve broader recommendations being made to CFI.

Where recommendations are made CFI will present an action plan to the Quality Committee and Trustees.

If the complainant remains dissatisfied they may, within 5 working days of the investigation outcome, ask for the complaint decision to be reviewed. They must make a written request to CFI.

### Complaint Review Procedure

The Complaint Review procedure is independent of CFI and involves the appointment of an Independent Investigator. The Independent Investigator will consider and review the matter and forward the outcome, together with reasons for their findings, to the Responsible Officer who will forward this to the appellant within 6 working weeks of the receipt of the appeal. Where recommendations are made CFI will present an action plan to the Quality Committee and Trustees.

The completion of a Complaint Appeal represents the final point of the complaint process.

### **Further Guidance**

The outcome of the Complaint Review is final, though the appellant can refer the complaint to the Office of the Qualifications and Examinations Regulator (Ofqual). Their address is: Office of the Qualifications and Examinations Regulator, Spring Place, Coventry Business Park, Herald Avenue, Coventry. CV5 6UB

### **NOTE**

Complaints about the quality of teaching, centre administration, management and organisation should not be made to CFI. All Centres have their own complaint policy. Any complaints about the quality of teaching, centre administration, management and organisation should be made to the Head of Centre. If you have been through this process and remain dissatisfied you may bring your concern to our attention, only in exceptional circumstances may CFI be able to pursue the matter with the Centre.

Under normal circumstances CFI is unable to receive complaints directly from Learners, Parents or Guardians.

CFI reserve the right to cease dealing with the complaint if the correspondence is considered frivolous, vexatious, or offensive.

In the event of receiving an anonymous complaint CFI will try to confirm the allegation by a separate investigation before taking it up with those responsible. The outcome of the investigation will remain confidential apart from where statutory or legal requirements are involved e.g. safeguarding, fraud.