



CENTRE COMPLAINTS PROCEDURE

Centre management recognises that there may be times when individuals feel aggrieved and wish to complain about matters other than assessment decisions (which are handled through the Appeals procedure).

In these instances the recognised complaints procedure is:

1. The complainant should complete and return a “Notification of Complaint” (appendix 2) form to the centre manager.
2. Receipt of the complaint will be acknowledged in writing.
3. The centre manager and the lead verifier will review the complaint. They will decide whether the complaint indicates that the centre is in breach of its agreement between the parties involved. If this proves to be the case the complaint will be further investigated and the outcome advised to the complainant.
4. Those involved in the complaint will have the right to attend all meetings to express their views in person.