

Learner Complaints against Recognised Centre Policy

Designated Complaints Officer: Carol Pearce

Learners have the right to make complaints against The Changist or staff that work there. The procedure outlined within this policy must be followed in order for a complaint to be considered.

The Head of Centre; Carol Pearce, is responsible for ensuring that this policy is published, implemented and accessible to all personnel, learners and any relevant third parties. The Head of Centre will also ensure that all personnel have read and understood this policy and that any amendments to the policy are communicated to relevant parties.

Learners should be made aware of this policy at the start of their course/programme and the policy should be easily accessible (website, intranet, booklets).

Learners wishing to make a complaint against the recognised centre must do so within 14 days of the end of the course/programme. We advise learners to keep copies of all documents relating to the complaint. The following procedure should be followed by learners wishing to submit a complaint.

Note: Learners wishing to appeal against an assessment decision should follow the 'Learner Appeals against Assessment Decisions' Policy.

Complaint Submission Procedure

Learner wishes to complain about the services received from the centre. An informal complaint directly to the relevant staff member should be made in the first instance. Staff should attempt to resolve the complaint in liaison with the learner.

Learner is dissatisfied with the handling of the complaint

Learner completes the 'Learner Complaint Form' and submits this to the Designated Complaints Officer along with any supporting evidence. This should be submitted within 14 days of the end of the course/programme.

The Designated Complaints Officer must acknowledge receipt of the complaint within 10 working days and must outline the actions to be taken.

The Designated Complaints Officer will investigate and evaluate the submitted evidence. Outcomes should be communicated to all relevant parties within 20 working days.

Learner is dissatisfied with the outcomes of the complaint

Learner can escalate their complaint to the SFJ Awards Compliance and Risk Team by submitting evidence to: info@sfjawards.com

The complaint will be handled according to the SFJ Awards Complaints Procedure which can be accessed at: www.sfjawards.com/complaints

Learner Complaint Form

Learners must complete this form and submit it to the Designated Complaints Officer within 14 days of the end of the course/programme.

Learner's name	
Learner registration number	
Address	
Email address	
Contact number	
Date of course/programme	
Date complaint submitted	
Name of staff member against whom the complaint is being made	

Describe the reasons for your complaint as fully as possible. Please include **copies** of any associated documents (e.g. learner evidence, record of achievement, observation checklists, feedback from the assessor etc.). Learners should retain a copy of this form.

Reason for the complaint			
Learner signature		Date	

To be completed by the Designated Complaints Officer.

Date of Complaint Investigation			
Investigation Details			
Outcome (tick one only)			
Complaint upheld			
Complaint not upheld			
Where the complaint is upheld, please indicate subsequent remedial action			
Designated Complaints Officer signature		Date	
Learner signature ¹		Date	

In the event that malpractice or maladministration is identified the Designated Complaints Officer should inform the SFJ Awards via the Malpractice and Maladministration Reporting Form which can be found here:www.sfjawards.com/

¹ Signing this form does not necessarily indicate agreement with the decision but is an acknowledgement of receipt of the outcomes.

This policy was adopted by: The Changist	Date: 02/07/2023
To be reviewed: 02/07/2024	Signed: C M Pearce