



# Complaints Procedures - IFE Awarding Organisation

## Introduction

The IFE strives to deliver a high standard of customer service whilst also ensuring that our qualifications are quality assured and operated in line with best practice standards.

The IFE welcomes feedback from centres, learners and from all of those who engage with our qualifications and supporting services. We aim to continually improve our qualifications and associated services; the feedback we receive is used to inform future developments and approaches.

The majority of feedback submitted to the IFE is dealt with through our enquiry service. However, where it is not possible to address queries or issues through the enquiry process, a formal complaint process is available. The procedures detailed below will be followed by the IFE in addressing formal complaints.

## Complaints Procedure

### Stage 1

Complaints should be submitted to the IFE Head of Education in writing. Complaints should include:

- The full name, address and contact details of the person making the complaint
- The detail of the complaint ie the specific reason for the complaint and any supporting information
- As relevant, the name of the qualification, unit and examination centre concerned
- As relevant, any key dates

*(Please note that any complaints or issues related to potential malpractice in an examination will be dealt with through the Malpractice Procedures.)*

The IFE will acknowledge receipt of the complaint within three working days. The complaint will be formally logged.

The detail of the complaint will be reviewed at the IFE and appropriate action identified eg as relevant, a full investigation will be carried out, a response will be drafted etc.

The IFE will provide a response to the complaint within 15 working days. If the actions required to resolve the complaint will take longer than 15 working days to complete, the IFE will inform the complainant of the situation and provide alternative timescales.

## **Stage 2**

If the complainant considers that the response/outcome provided at Stage 1 is unsatisfactory, the complainant may request that the complaint is escalated to Stage 2.

In this instance, the complaint will be escalated to the IFE's Chief Executive. The Chief Executive will review the process followed at Stage 1, the outcome at Stage 1 and supporting documentation/correspondence.

When submitting a Stage 2 complaint, complainants should ensure that they:

- specify the reason for escalating the complaint to Stage 2
- if relevant, provide additional information in response to the outcome from Stage 1

Where complaints are escalated to the IFE's CEO, the IFE will acknowledge receipt within three working days and respond within 15 working days. If it is not possible for the CEO to respond within this timescale, the IFE will inform the complainant that this is the case and will provide an alternative timescale.

The CEO's decision is final. The IFE will consider that the complaint is closed at the point where the CEO's decision is confirmed.

## **Stage 3**

If the response at Stage 2 is still considered to be unsatisfactory, complainants may complain to the IFE's regulator, Ofqual. In this instance, complainants are advised to read the following documents prior to submitting a complaint:

*General Conditions of Recognition (2013)* - <http://ofqual.gov.uk/how-we-regulate/>

*Complaints about Awarding Organisations* - <http://ofqual.gov.uk/complaints-and-appeals/complaints/>

## **Procedure Review**

This procedure is reviewed on annual basis to ensure that it continues to be fit for purpose and to reflect the best practice applied by UK awarding organisations.

Date effective: 1 September 2013