

Param Qualifications

Complaints Policy

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Introduction

We aim to deliver reliable courses, assessments, and services, and we take every complaint seriously to improve our work. This Complaints Policy provides a clear framework for learners, centres, and stakeholders to raise concerns about the quality or delivery of our services.

This policy does not replace the Appeals or Malpractice policies. If your concern relates to assessment outcomes, malpractice, or procedural fairness, please refer to the relevant policy. This policy supports compliance with Ofqual General Condition I3, which requires awarding organisations to maintain clear arrangements for handling complaints from learners, centres, and stakeholders.

Purpose of the Policy

The policy ensures that:

- Complaints are handled promptly, fairly, and transparently.
- Individuals know how to raise concerns and what to expect during the process.
- Any issue that could impact learners or the credibility of our qualifications will be investigated and resolved.

Reporting a Complaint

Where possible, issues should first be discussed informally with the staff member directly responsible for the service or course. If this does not resolve the issue, the formal procedure should be followed.

Complaints Procedure

Stage 1: Informal Resolution

- Individuals are encouraged to speak directly with the relevant staff member or tutor.
- The aim is to resolve the concern quickly and constructively.
- If a resolution is not reached, the complainant may escalate to Stage 2.

Stage 2: Formal Complaint

- Formal complaints must be submitted in writing within 10 working days of the incident.
- A member of staff, with no prior involvement or interest in the case, will investigate.
- Additional information may be requested during the investigation.

- The outcome will be communicated in writing, typically within 15 working days. Complex complaints may take longer, with regular updates provided.
- All formal complaints will be entered into the Complaints Register, and records will be securely retained for a minimum of three years for Ofqual inspection.
- The Complaints Register will be reviewed quarterly by the Compliance Officer and summarised annually in the Governance Report to ensure continuous improvement and oversight.

How to Submit a Complaint

Complaints should be submitted via email or post to the contact details below. The complaint should include:

- Full name and contact information (email and phone).
- Description of the issue, including dates, times, and context.
- Copies of any supporting documents or correspondence.
- Explanation of previous attempts to resolve the matter (if applicable).
- Suggested resolution or outcome desired.
- We will acknowledge receipt of your complaint within 5 working days

Actions Following an Upheld Complaint

Where a complaint is upheld, Param Qualifications may:

- Take corrective measures to address errors and reduce any negative impact on learners or other parties.
- Review and revise procedures to prevent recurrence.
- Deliver targeted training or updated guidance to staff where improvement is needed.
- Implement internal disciplinary procedures if staff behaviour is found inappropriate.
- Where a complaint raises a material risk to learners or to the integrity of assessment, Param Qualifications will notify Ofqual immediately under Condition B3.

Right of Appeal

If the complainant is dissatisfied with the outcome, they may appeal through the Param Qualifications Appeals Procedure. Where a complaint raises a material risk to learners or the integrity of assessment, Param Qualifications will notify Ofqual immediately in line with Condition B3.

Confidentiality and Whistleblowing

- Learners may submit complaints anonymously, and we'll review them wherever possible. However, in some cases, investigation may reveal the complainant's identity.
- Documentation may be shared with regulators where required, which could reveal the complainant's identity.
- This policy complies with Ofqual General Condition I3 – Complaints Handling. Serious issues that may cause an Adverse Effect will be reported under Condition B3.

Reporting Requirements for Regulated Qualifications

Param Qualifications is required to report certain categories of complaints to the relevant awarding authority or regulator if they involve:

- Equality or accessibility issues
- Breaches of data protection legislation
- Concerns affecting the integrity of assessments or qualifications
- Any issue that could result in an Adverse Effect.
- Complaints relating to centres operated by associated entities will be treated with the same process as all other centres, without exemption.

Contact Information

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