



Vtct

Complaints Policy

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1. Introduction

This policy outlines the process for how VTCT deals with complaints and how and when you can complain to VTCT.

VTCT will not investigate a complaint where other policies exist for dealing with the subject of the complaint. This includes the following:

- Enquiries and Appeals Policy;
- Malpractice and Maladministration Policy.

These policies are available to view on the VTCT website, [here](#).

2. Complaints about VTCT

The following gives details of how you can make a complaint about VTCT. If you are looking to make a complaint about an approved VTCT centre (school, college, training provider, etc.), please refer to section 3 for more information.

2.1 How to complain

Firstly, raise your complaint with the member of staff responsible for the service about which you are complaining. If required, you can request that their line manager becomes involved to resolve the matter.

If you are not satisfied with how your complaint has been handled you may initiate the formal complaints policy.

To make a formal complaint email complaints@vtct.org.uk with the following:

- details of the complaint (including what it is about and how it happened);
- your contact details (name, telephone number and email address);
- how you would like to see the complaint resolved;

VTCT will deal with your complaint following the procedure given in Appendix A.

2.2 After VTCT's process

If you have followed and exhausted VTCT's complaints policy and would like to take your complaint further, you may be able to escalate your complaint to the relevant regulator (Ofqual, Qualifications Wales, CCEA or SQA accreditation). The Regulators are only able to take up complaints once you have been through VTCT's complaints policy and where the complaint relates to:

- an awarding organisation's failure to comply with the Regulator's requirements;
- or
- the award or certification of a regulated/accredited qualification;
- or
- issues that could undermine public confidence in regulated/accredited qualifications.

3. Complaints about VTCT Centres (guidance for learners)

Not every complaint should come straight to VTCT. The following provides guidance to help you decide who to contact first, and how to proceed. You will not have to complain to all of these bodies, or in this order, as not all of them have responsibility for every aspect of your studies.

- your centre (school, college, training provider, etc.)
- VTCT
- Scottish Public Service Ombudsman (SPSO)
- Regulators

The following gives details of the complaints that each body can deal with.

3.1 Your centre

Your centre is the organisation that manages the centre where you are taking your qualification. You might be taking your qualification online or at a remote site, but the centre is the organisation which enrolled you for your qualification and they are responsible for ensuring that there are arrangements in place to support the effective delivery of training and assessment. You will usually have an agreement or contract between yourself and the centre, or you will have agreed to their terms when signing up for the course.

If something goes wrong with your training, in all cases you should take this up with your centre first as your centre is responsible for the delivery of your programme, this includes:

- the way you are taught or trained;
- the resources/facilities available to you;
- conducting internal assessment and/or invigilating external assessment (exams).
- the support that you receive;

VTCT requires centres to operate a complaints policy for learners. The centre should have informed you at the beginning of your course where to find the centre's complaints policy, however they should also provide you with the complaints policy upon request.

If you are having trouble obtaining the centre's complaints policy, please contact VTCT and we will either ask the centre to provide you with this directly or will forward on a copy of their complaints policy on their behalf.

3.2 VTCT

You can complain to VTCT if you feel that a centre has done something wrong and you haven't been able to resolve this through the centre's complaints policy. VTCT can only deal with complaints, once you have completed the centre's complaints policy, and when the complaint is about:

- an assessment (e.g. if you think that a test has been applied inconsistently; or that you have been disadvantaged by an aspect of an assessment; or that your assessor has judged your evidence wrongly; or the resources available meant you weren't able to demonstrate your competence to the required standard).;
- a centre's failure to meet VTCT's requirements;

VTCT is not able to deal with complaints about the wider experience of being a student (e.g. student support services, funding, payments, student facilities).

To complain to VTCT, email complaints@vtct.org.uk with the following information:

- details of the complaint (including what it is about and how it happened);
- your contact details (name, telephone number and email address);
- how you would like to see the complaint resolved;
- copies of all correspondence between you and your centre relating to your complaint.

The process that VTCT will follow is detailed in Appendix A.

If you have a concern about a VTCT centre that cannot be dealt with under VTCT's complaints policy, VTCT would still be interested to know about your concerns. To notify a concern about a centre to VTCT, email qualityassurance@vtct.org.uk with the details of the centre and your concern. VTCT will then use this information to inform our centre monitoring activities, however learners must be aware that VTCT will not be able to provide information or feedback to the learner on our centre monitoring activities.

3.3 Scottish Public Service Ombudsman (SPSO)

In Scotland, the Scottish Public Service Ombudsman (SPSO) is the final stage in handling complaints about public services in Scotland (this includes complaints about Scottish colleges). The SPSO will deal with complaints after they have been through the formal complaints process of the organisation concerned.

If a learner is dissatisfied with a Scottish school/college after using its complaints process, you can ask SPSO to look at your complaint. The SPSO cannot normally look at complaints where:

- you have not gone all the way through the centre's complaints handling policy;
- more than 12 months have passed after you became aware of the matter you want to complain about; or
- that have been or are being considered in court.

The SPSO's Further Education Colleges Model Complaints Handling Procedure can be found at <http://www.valuingcomplaints.org.uk/wp-content/media/The-Further-Education-Model-Complaints-Handling-Procedure.pdf>.

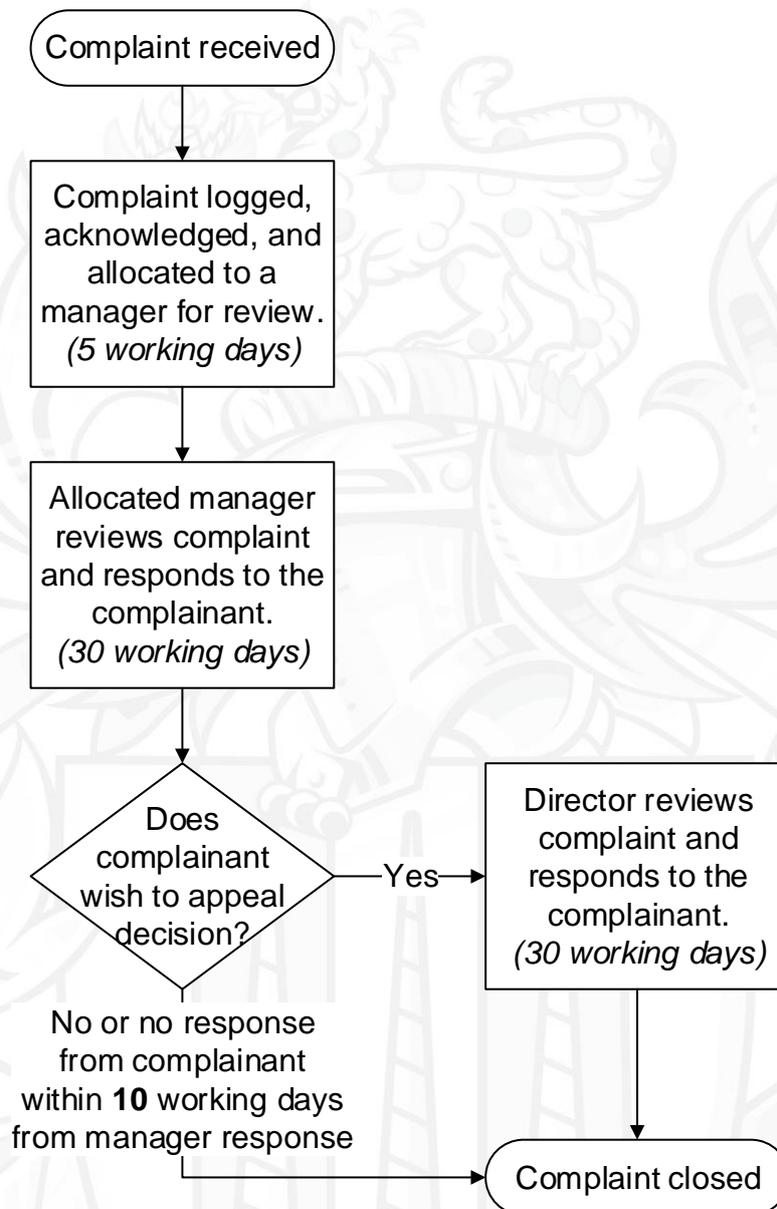
3.4 Regulators

Once you have exhausted the centre's complaints policy and VTCT's complaints policy you may be able to complain to the qualification regulator (Ofqual, Qualification Wales, CCEA or SQA accreditation). The Regulators are able to deal with complaints that relate to:

- an awarding organisation's failure to comply with the Regulator's requirements (e.g. conditions of recognition or regulatory principles);
- or
- the award or certification of a regulated/accredited qualification;
- or
- issues that could undermine public confidence in regulated/accredited qualifications.

More information is available through each Regulators website.

Appendix A: Procedure for complaints



Timeframes for each step are given in brackets, (VTCT's working days are Monday to Friday, excluding bank holidays). If VTCT has to change any of the timescales above, we will let you know and explain why.

VTCT will only allocate reviewers who have not been involved in the original complaint.

Once VTCT has closed the complaint this is VTCT's final response on the matter.