



ETC Awards Limited

EPA Complaints Policy

Contents

Introduction	2
Our Commitment.....	2
Before making a complaint.....	3
Making a complaint	3
Taking a complaint further.....	3
How your complaint will be dealt with.....	4
Complaints and issues raised by the External Quality Assurance Organisation (EQAO) or Regulator	5
Confidentiality and Whistle Blowing.....	5

Introduction

This document sets out our complaints policy and is aimed at all End Point Assessment (EPA) customers including those who we may come into contact with as potential customers or customers of our formal customers. It also sets out the process you should follow when submitting complaints to us and the process we will follow when responding to complaints. It is used by our staff to ensure they deal with all complaints in a consistent manner.

The intended audience for this policy is:

- ETA staff
- All staff in ETA Centres
- Providers
- Learners
- Employers
- Qualification Regulators

It does not cover:

- appeals in relation to decisions made by ETA, which is covered by our Appeals Policy

Review arrangements

ETA will review the policy annually as part of its self-evaluation arrangements, and revise it as and when necessary in response to feedback. In addition, the External Quality Assurance Organisation / Regulator may require us to change our Complaints Policy to comply with their requirements, or issue good practice guidance which leads us to make amendment

Our Commitment

We pride ourselves on being the partnering End Point Assessment Organisation and in order to achieve this we believe it is necessary to work closely with our customers and harmonise their wants and needs with our deliverables.

We do everything in our power to ensure your experience when dealing with us is a positive one. Therefore, it is absolutely essential to us, if you feel our service or interaction with you

has fallen below your expectations, you advise us immediately. We will always address the matter, learn lessons from it and where appropriate, adjust our approach to ensure it does not happen again.

Before making a complaint

Complaints under this policy should be made promptly and normally within 21 days of the complaint incident. ETA may at its discretion consider complaints made later than 21 days having regard to any unreasonable delay by any party involved, but will not hear any complaint which has been raised more than 6 months after the incident.

You can submit a formal complaint to ETA for review using the process below. You must provide evidence to support your complaint.

Making a complaint

We are a small dedicated team who work very closely together. In the first instance we would always recommend that if you have experienced difficulty with a member of the ETA team, or are concerned about the information they have given you, you try and sort it out directly with them as soon as possible.

If you find this is not possible or it still does not resolve the problem, then speak to the Head of End Point Assessment directly.

Taking a complaint further

If you still feel this has not resolved the situation, you should put your complaint in writing, via email, to the Managing Director.

Complaint details must be completed and submitted by email to epa@eta-gms.com with 'Complaint' in the subject header. Please ensure any supporting information is submitted at the same time.

The Managing Director will review the complaint and evidence impartially, to establish whether there is sufficient evidence available to resolve the complaint.

All complaints should include the following information:

- Full name including contact details (phone number) and address
- Full nature of the complaint
- Details of the people who you have already dealt with
- Title and number of the qualification, or Standard No. (if appropriate)
- Any supporting documentation.

Receipt will be acknowledged within 3 working days.

How your complaint will be dealt with

We undertake to investigate your complaint within 7 working days however on occasions it may be necessary to extend this period to ensure that we are able to gather all of the information. We will provide regular updates on the expected timescales during an extended period. It is possible we may need to contact you or even meet with you during this period. Once we have gathered all of the information and reached a conclusion, we will write to you with the outcome.

If we uphold your complaint

We will of course apologise and review our services, procedures and practice to ensure that it cannot happen again.

If the outcome of the investigation indicates a failure in our assessment process /quality assurance practice, we will contact the regulator and any other relevant stakeholders to ensure that appropriate action is taken to rectify this.

If you are not happy with the outcome

You can write to us and explain why you are not happy. Please provide a focussed rationale in response to the outcome letter you have received from us as this will be forwarded to the ETA Governing Body who will make a final decision using all of the information available to them.

Taking a complaint further

Should it be felt that there is still a case for complaint, the matter should be raised with the relevant External Quality Assurance Organisation or regulator (Ofqual). These organisations will have a formal procedure in place to handle complaints.

Complaints and issues raised by the External Quality Assurance Organisation (EQAO) or Regulator

If we are advised by the EQAO or regulator that a complaint has been received by them with regard to either our services or assessment practice ETA undertakes to take any appropriate action which could include:

- Informing the relevant EQAO/regulator (where required) if an apprentice's assessment has been affected
- Reviewing and amending policies and procedures to ensure the failure does not occur again
- Identifying any other learners who may have been affected and take appropriate corrective action
- Co-operating with the regulators as required by them and agree any appropriate action

Confidentiality and Whistle Blowing

We understand that sometimes you may wish to remain anonymous however to ensure the most useful outcome, we will always try and encourage you to reveal your name to us but will work with you to protect your identity if need be and can confirm that we are not obliged to disclose these details to anyone else.

Please be assured that we will always investigate issues raised by an anonymous whistle blower, however it will be necessary for us to confirm the details via investigation before the complaint is followed up with the relevant parties. All investigations of this nature are dealt with in accordance with the guidance and legislation from the regulators.