



ENERGY & UTILITIES
INDEPENDENT
ASSESSMENT SERVICE

Skills for a greener world

Complaints Policy

Version 5.2

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Purpose

This policy sets out our process for dealing with complaints. We are committed to providing you with an excellent experience when dealing with EUIAS. However, sometimes we may not have met your expectations and we want to know, so we can resolve any issues, learn from what has happened and continuously improve.

We aim to resolve a complaint as quickly and efficiently as possible.

Scope

This policy applies to qualifications, including end-point assessments, Centres and learners.

A complaint is defined as an expression of dissatisfaction with our products or service, it could relate to:

- Action or lack of action by our staff or associates; or
- Standards of service provided by us.

Disagreements with assessment and qualification grading decisions should be addressed using the EUIAS Appeals Policy.

Process

Complaints must be submitted in writing by email to:

- enquiries@euias.co.uk for complaints related to end-point assessment
- qualifications@euias.co.uk for complaints related to qualifications,

and addressed to Quality and Compliance.

When submitting a complaint, please provide the following information:

- Your name and contact details
- The organisation you represent (where appropriate)
- Full details of your complaint i.e. what happened, where it happened and when it happened etc.
- Any information or evidence that supports your complaint.

For learners wishing to make a complaint, you should first raise the matter through your Centre's complaints process. If you are not happy with the outcome, you can raise your complaint with us, and include any correspondence between yourself and your Centre.

Complaints from anonymous sources will be logged and the decision whether to investigate or not will be made on an individual basis.

Investigating a Complaint

All complaints will be acknowledged within two working days of receipt. We aim to resolve complaints within 10 working days. If this is not possible because the complaint is complex, we will let you know and advise you of appropriate timescales for a response.

When we have completed our investigation, we will contact you with the outcome and discuss any remedial actions.

Regulatory Requirements

Where a complaint relates to a regulated qualification, including end-point assessment and you remain dissatisfied with the outcome, you may contact our Regulator. Our Regulator will require evidence that you have fully exhausted our complaints procedure.

Our Regulator is:

Ofqual, Earlsdon Park, 53-55 Butts Rd, Coventry, CV1 3BH

Email: public.enquiries@ofqual.gov.uk

Policy Review Arrangements

This policy is subject to a three-year review cycle, or earlier should any feedback or concern be brought to the attention of EUIAS, to ensure it remains fit for purpose and the process and its outcomes are deliverable.



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