



Complaints Policy

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Date of Issue	01/07/2021
Next Scheduled Review	01/06/2026
Policy Owner	Compliance
Contact Email	Support@tquk.org
Contact Phone Number	0345 601 9576
Approved by	Head of Regulation
Should be read in conjunction with:	None
Relevant support material	None

Review

This policy is reviewed by the quality and compliance team on an annual basis (unless changes are required due to an update or revision of legislation) and signed off by a member of the senior management team.

Previous updates

None

Recent updates

None



1. SUMMARY

Construction EPA Company is committed to providing an excellent end-point assessment service. In doing so we support improvement in assessment quality and decision-making, however we recognise that from time to time situations arise where you may wish to make a complaint. This policy sets out our complaints procedure which should be followed by apprentices, providers, employers or members of the public if they have a complaint they wish to raise in relation to end-point assessment delivered by Construction EPA Company.

2. SCOPE

This policy is specific to complaints that apprentices, members of the public, providers or employers may wish to make in relation to the end-point assessment services delivered by Construction EPA Company.

Construction EPA Company differentiates between complaints and appeals as follows:

Complaint - A complaint is an expression of dissatisfaction with facilities or services provided as part of an end-point assessment.

Appeal – An appeal is a specific challenge to judgements made in relation to an assessment. It is Construction EPA Company policy to ensure that all complaints and appeals are thoroughly investigated and given fair consideration, with findings communicated within agreed timescales. Refer to our Appeals Policy for information regarding appeals.

3. END-POINT ASSESSMENT COMPLAINTS PROCEDURE

- a. You are able to raise a complaint with any member of the Construction EPA Company team, however, where possible it is advised that you refer directly through to the Compliance Team/ Quality and Regulatory Manager. Or you can send a written complaint to the Construction EPA Company either by post or email (contact details below), within 28 days of the event that relates to your complaint case.
- b. Any complaint that are raised direct with any other member of staff will be directly referred through to the Compliance Team on your behalf.
- c. The Compliance Team will attempt to make initial contact with you (the complainant) to discuss your complaint further within 10 working days of receipt of the complaint.
- d. The Compliance Team will work with you to aim to resolve your complaint within the initial 10 working day time frame.
- e. Where the complaint cannot be resolved at initial contact and / or within the 10 working days as mentioned above the following process will be adopted:
 - 1) You will receive written notification of complaint receipt by the Compliance Team.
 - 2) Where an initial discussion has taken place, a summary of the discussion and agreed next steps will also be summarised.
 - 3) Where an initial discussion has not taken place a member of the Compliance Team will outline the next steps required by you in order to progress your complaint case with CEC.
 - 4) Following initial notification of receipt, a member of the Compliance Team will then complete a full investigation of the complaint raised (this may include conducting interviews).
 - 5) The Compliance Team will provide a full written response outlining the outcome of the complaint case raised to the you within 28 working days of the date of the notification of receipt.
 - 6) In exceptional circumstances your complaint may need to be referred internally to our Senior Management Team, Governing Body and / or Advisory Committee. Where this is the case, the 28 working day for resolution will be extended. You will receive an update from the Compliance Team to notify you if this is the case with your complaint.

When making a complaint to Construction EPA Company, please ensure you provide us with:

- Copies of any correspondence that relates to your complaint (for example: between the apprentice and the provider)
- A statement of the circumstances surrounding the complaint
- Any other supporting documents relevant to the complaint



We aim to investigate all complaints within the agreed timescales mentioned above.

Complaints Contact Details:

Email: support@tquk.org - Please include "CEC COMPLAINT" in the subject of your email.

Address:

Construction EPA Company

Preston New Road

Samlesbury

Preston

PR5 0UP

AS PART OF THE WIDER AQA GROUP, TRAINING QUALIFICATIONS UK MAY INVOLVE RELEVANT COLLEAGUES IN THE INVESTIGATION AND RESOLUTION OF YOUR COMPLAINT WHERE APPROPRIATE.