



## **SQA Centre - Complaints Handling Policy**

Falkirk Foundation seeks to deliver a consistently excellent service to our customers and wider community. We recognise however, that there may be on occasion times where the level of service received has not met expectations. We welcome feedback including complaints as it gives us valuable information we can use to improve our services. SQA candidates will be informed of the complaints policy and process at induction.

Our Complaint Handling Policy sets out the process that Falkirk Foundation follow when a complaint has been received. We aim wherever possible to resolve any dissatisfaction as close to the initial point of contact. Where that is not possible we will conduct a thorough review of the situation through a staged approach.

This policy covers all individuals using our services. However the policy cannot be used to challenge assessment decisions they are addressed through our Centre's Appeals procedure.

### **First stage - Frontline resolution**

Falkirk Foundation aim to resolve complaints in as timely a manner and will therefore acknowledge any verbal or written complaint sent to [info@falkirkfoundation.org](mailto:info@falkirkfoundation.org) within 3 working days. We will endeavor wherever possible to resolve any dissatisfaction at this stage. If it cannot be resolved the complaint will move to Second stage.

### **Second Stage – Investigation**

Where a complainant is dissatisfied with the outcome of a first stage complaint it will pass to Second Stage. It can also go straight to Second Stage if the circumstances or issues are serious and warrant immediate escalation. Complaints can be made verbally or in writing to [info@falkirkfoundation.org](mailto:info@falkirkfoundation.org). The Business Operations Manager will acknowledge the complaint, conduct an investigation and will communicate the outcome in writing within 5 working days.

### **Third Stage – Escalation**

Where a complainant is dissatisfied with the outcome of a Second Stage Investigation it will pass to Third Stage and be escalated for consideration by the Chief Executive Officer or nominated representative. The outcome of which will be communicated in writing within 5 working days to the complainant.

### **Fourth Stage - Final Stage**

Where a complainant is dissatisfied with the outcome of a Third Stage Investigation it will pass to the Fourth stage and consideration by the Chair of the Board of Trustees of Falkirk Foundation or nominated representative. The outcome of which will be communicated in writing within 5 working days to the complainant.



## **Additional Information**

Where a complex complaint requires additional time than the timescales indicated in each stage, the complainant will be notified and informed of a revised timescale.

Once a complaint has passed through the four stage of the Complaints Handling Policy if a complainant is still dissatisfied then a complaint can be made to OSCR the Scottish Charity Regulator [here](#).

Candidates can complain to the SQA, however disagreements about academic judgement will not be handled through this method and should use the Centre Appeals Procedure.

For assessment – related complaints, candidates of SQA qualifications may also have the right to complain to SQA awarding body. SQA will only consider your complaint if you have already exhausted all stages of Falkirk Foundation's complaints procedure and you remain dissatisfied with the outcome or the way in which we handled your complaint, or you believe that we have unreasonably failed to apply the procedure correctly.

SQA may consider complaints about:

- Assessment – in the broadest sense, including the conduct of, preparation for and environment for, assessment.
- Dissatisfaction with the way the centre handled the complaint

SQA will not consider complaints about:

- Academic judgement (use appeals or Post-results services)
- The wider experience of being a candidate (eg support services, funding or facilities)

Candidates who are undertaking regulated qualifications e.g Workplace Core Skills have the right to ask SQA Accreditation to consider your complaint if they remain dissatisfied after a final response has been issued.

Where an individual needs help or advocacy in raising a complaint they should contact us using their preferred method to ask for further help/guidance in making a complaint.

Falkirk Foundation will log all complaints, analyse trends, responses and provide updates to our Board of Trustees.



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