



Complaints Policy and Procedure

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Introduction

Procedure to make an EPA Complaint

All MA Training Providers are required to have their own complaints process. If an Apprentice has a complaint about on-programme delivery of the apprenticeship they must follow their Training Provider's own complaints procedure. EPA complaints to MA must only concern the activity of the EPA process or service conducted by MA.

MA is committed to offering a quality and customer orientated service, and feedback from MA Training Providers, Employers and Apprentices on any issue will be most welcome and is collected after every EPA delivered.

Where MA receives a complaint, it is important that this is dealt with promptly and in line with MA procedures. Complaints could include:

- Assessor conduct before or during EPA
- EPA outcome – request for independent review of grade awarded (there may be a fee associated with this if a full remark is required – see Marshall Assessment current price list, available on the website, for details).
- MA internal staff conduct
- MA processes or procedures

MA's procedure for complaints will involve the following actions:

1. Complaint received
2. Acknowledgement
3. Complaint reviewed
4. Response made
5. Notifying the regulators (where necessary)
6. Recording the complaint

Complaint Received

If you have a complaint about MA's EPA service, please put the complaint in writing and send it by email (with COMPLAINT in subject line) . Please give as much information as possible about your complaint, to enable us to investigate and review it.

Email: helpdesk@marshall-assessment.com

Acknowledgement

MA will contact the complainant within 5 working days of receiving the complaint via email to acknowledge the complaint.

Complaint Reviewed

MA will review the information presented and decide whether it is appropriate to either:

- Bring the matter to the attention of the Training Provider asking them to investigate the complaint and to produce a written report on the outcome, or;
- Investigate the complaint directly; this investigation will be carried out by a member of the Quality team (when reviewing the complaint internally all conflicts are considered and declared). The most appropriate member of the MA Quality team is allocated the role to investigate the complaint.
- Consider whether the regulators should be notified of the matter.

Response Made

MA will respond to the complainant by email within 28 working days, and will take the appropriate, preventative and/or corrective action required.

Notifying the Regulators

In cases where there could be an adverse effect (e.g. cases with alleged fraud or serious threat to the integrity of MA EPAs or MA as an organisation) MA is required to escalate the matter to a maladministration / malpractice investigation and notification immediately to the appropriate regulatory bodies.

Recording the Complaint

The complaint needs to be recorded to ensure an audit trail; the complaint is recorded on MA internal systems and passed onto the senior team and Board who, after review, may add the issue to the appropriate risk register.

Investigation

Following a review of the complaint, it may be appropriate to investigate the matter in more detail. Complainants will be informed as to the appropriate action taken/or to be taken and will be informed as to when they can expect a response regarding the outcome.

Appeals

Complainants who are dissatisfied with the outcome may appeal against the decision using the MA Appeals Procedure.

Alerting other End Point Assessment Organisations

Regulations require that MA notifies other EPA Organisations of cases of complaint where these cases are likely to impact on the other EPA Organisations. In dealing with the complaint, MA must pay due regard to this requirement and notify other EPA Organisations, as appropriate.

This will usually be appropriate where:

- The Training Provider where the complaint has occurred (or is suspected) is also approved with another EPA Organisation (for the same or different apprenticeships) and the (suspected) complaint could potentially impact on the activities undertaken on behalf of that other EPA Organisation.
- The Training Provider where the complaint has occurred (or is suspected) is also approved with another EPA Organisation for the same apprenticeships and there is the potential for the Training Provider to move their operations to the other EPA Organisation in an attempt to avoid sanctions and continue substandard practices.
- The Training Provider where the complaint has occurred (or is suspected) has indicated that they are seeking approval with another EPA Organisation (for the same or different apprenticeships).