



# Feedback and complaints policy

Version 1.5 July 2023



## Document change history

This is version 1.5 of the City & Guilds' Feedback and Complaints policy. This version replaces all previous ones.

This document is subject to revision, and is maintained electronically. Electronic copies are version controlled. Printed copies are not subject to this control.

Version 1.3, February 2018

Section	Change
Section 7 Outcome and action	Update of regulators contact details

Version 1.4, July 2021

Section	Change
Section 2 Scope	Removal of separate ILM complaints policy link

Version 1.5, July 2023

Section	Change
Section 2 Scope	Wording added for non-regulated qualifications.

## 2 Scope

This policy applies to all Customers offering qualifications and all learners working towards City & Guilds regulated qualifications (e.g., Diplomas, Vocational Related Qualifications, National Vocational Qualifications, Scottish Vocational Qualifications) who wish to make a complaint or provide feedback. Also included are non-regulated qualifications (such as End Point Assessments) as well as our Recognition Services offer (Assured, ILM Recognised and digital credentials). The policy provides the process for making a complaint along with a definition and examples of Complaints which may occur for a customer or learner. A learner must initially follow their Training Provider's own process before referring to City & Guilds.

## 3 Definition

We aim to give you an excellent experience when dealing with City & Guilds, so we welcome your comments, suggestions, compliments and feedback about the service you have experienced when contacting us or when using any of our products or services.

**3.1** A complaint is an expression of dissatisfaction from you about our products, services or the complaints handling process itself, where it's clear that you expect us to identify the cause of the problem and to take some kind of remedial action.

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way, for example by giving you an explanation or an apology where we have got things wrong, and respond in the most appropriate way;

**3.2** It is not possible to provide a definitive list of examples of complaints, but the following are examples of situations that would constitute a complaint:

- incorrect invoicing
- certificate spelling errors
- lack of response to queries
- unable to unsubscribe to emails
- incorrect products received
- delay with receipt of certificates
- non-compliance with stated City & Guilds process e.g. not adhering to published timescales or processes

## 4 Process

### 4.1 For Centres

If you have a complaint relating to our products or the quality of service you have received from us, we welcome your feedback and see this as an opportunity to improve our service. Please contact us using the details below.

### 4.2 For Learners

You must first raise the matter with your Centre using their formal complaints/appeals procedures. If after doing this, you are unhappy with the outcome provided, you may raise your complaint with us, remembering to send copies of all correspondence between you and your Centre relating to your complaint. Please ensure you provide us with your enrolment number (if known), your date of birth and the details of your Centre (Centre number if known).

#### Contact details

E: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

T: 020 7294 8444

#### Feedback and Complaints team

City & Guilds  
1 Giltspur Street  
London  
EC1A 9DD

W: [www.cityandguilds.com/feedbackandcomplaints](http://www.cityandguilds.com/feedbackandcomplaints)

## 5 Confidentiality

Except in exceptional circumstances, we will keep your complaint confidential but in some cases the circumstances giving rise to the complaint may make it impossible to maintain confidentiality. In these situations we will discuss this with you.

## 6 The Investigation and timelines

We will appoint an appropriate person to investigate the matter on your behalf. We'll acknowledge your complaint within one working day and let you know who will be dealing with it.

We aim to have a resolution for you within eight working days. In more complex cases, this may not always be possible. In these circumstances we will ensure that we keep you updated on the progress of your feedback or complaint.

## 7 Outcome and action

Once we have completed our investigation, we will explain what went wrong and why, apologise when it is appropriate and take action to remedy the situation as soon as possible.

If you are not satisfied with the outcome of your complaint, you can take the matter further by asking for the complaint to be escalated to the appropriate manager who will evaluate all the information and ensure the correct process has been carried out.

If you remain unsatisfied with the outcome after escalating your complaint you can contact the appropriate regulator providing evidence that you have instigated City & Guilds' complaints procedure in the first instance:

**The Office of Qualifications and Examinations Regulation (Ofqual)**    [public.enquiries@ofqual.gov.uk](mailto:public.enquiries@ofqual.gov.uk)  
In England

**Council for the Curriculum, Examination & Assessment (CCEA)**    [ccearegulation@ccea.org.uk](mailto:ccearegulation@ccea.org.uk)  
In Northern Ireland

**Qualifications Wales/Gymwysterau Cymru**    [enquiries@qualificationswales.org](mailto:enquiries@qualificationswales.org)  
In Wales

**Scottish Qualifications Authority (SQA)**    [accreditation@sqa.org.uk](mailto:accreditation@sqa.org.uk)  
In Scotland





## Scottish Qualifications Authority (SQA)

It should be noted Learners registered on a Scottish Vocational Qualification have the right to complain direct to the regulator, the Scottish Qualifications Authority (SQA).

Centres should ensure their Learners induction materials include reference to further complaints to the awarding organisation and the regulator SQA.

## Scottish Public Service Ombudsman (SPSO)

Users of public bodies<sup>1</sup> in Scotland have the right to complain to the SPSO as the final arbiter. Users have to exhaust the public body's own complaints procedure before the SPSO will consider their complaint, and it must usually have been raised within the previous 12 months. The complaint cannot be under consideration in a court of law.

The SPSO defines a complaint as "an expression of dissatisfaction by one or more customers about [the college's] action or lack of action, or about the standard of service provided by [the college<sup>2</sup>] or on its behalf".

The SPSO will not consider complaints about academic decisions, such as the outcome of an assessment. These types of complaints should be treated as an appeal and should follow awarding bodies' appeals processes.

The SPSO's Further Education Colleges Model Complaints Handling Procedure can be found [here](#).

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1 The SPSO's rules apply only to public bodies (e.g. FE colleges and local authority centres). Learners at centres that are not public bodies will not be able to escalate their complaints to the SPSO.

2 For some complaints, there will be no requirement for the college to escalate the complaint to awarding bodies, e.g. if the Complaint concerns the behavior of a centre staff member (in this case, once the student has exhausted the college's complaints process, they would go direct to the SPSO if dissatisfied).

## 8 Continuous Improvement

All complaints are reported and reviewed internally each month. They are also reviewed by the Quality and Standards Executive Committee who meet quarterly.

We aim to improve our business processes and our response to customers in the light of learning from the feedback we receive.

This policy shall be the subject of a three year review cycle or as necessary.