

REC PROFESSIONALS ACCREDITED CENTRE

Policy Document:

Complaints Policy and Procedure

Dated: June 2020

The REC Professionals Accredited Centre (known as REC Professionals Centre) role is to successfully deliver qualifications certificated by REC's Awarding Organisation (RECAO).

As part of our commitment to quality standards and therefore protecting our learners, RECAO ensures that any regulatory requirements imposed upon us are met. REC Professionals' policies are integral to our approach and articulate in a consistent way how we meet our regulatory requirements. These are reviewed annually to ensure they remain fit for purpose.

Complaints Policy

Regulatory Requirements General Conditions of Recognition: Condition D4

Purpose

This policy applies to all REC Professionals Centre learners registered on a RECAO qualification. This document sets out guidance of how to make a complaint to the REC Professionals Centre and the procedure to follow.

Introduction

This policy details the REC Professionals Centre's commitment to the provision of duty of care to all of its learners. It also details the commitment to support learners and to deliver a high standard of customer service.

Feedback from the REC Professionals Centre's learners is always welcome.

Scope

This policy applies to all key stakeholders engaged with the RECAO qualifications delivered by the REC Professionals Centre. This includes the REC Professionals Centre staff and its RECAO learners.

If a complaint is specifically to do with the examination then please refer to the RECAO Complaints policy found at: <https://www.rec.uk.com/about-the-rec/awarding-organisation/information-centres>

Complaints Procedure

The REC Professionals Centre is committed to offering a quality and customer orientated service, and feedback from any learner on any issue will be most welcome.

Where the REC Professionals Centre receives a complaint, it is important that all complaints are dealt with promptly and in line with REC Professionals Centres' procedures.

A procedure for complaints may involve the following actions:

1. Complaint received.
2. Acknowledged.
3. Complaint reviewed.
4. Response made.
5. Notifying the RECAO (where necessary).

Complaint Received

If you have a complaint about the REC Professionals Centre, please put the complaint in writing and send it by email to qualifications@rec.uk.com.

Acknowledged

REC Professionals Centre will contact the complainant within 5 working days of receiving the complaint by phone/email or letter to acknowledge the complaint.

Complaint Reviewed

REC Professionals Centre will review the information presented and decide whether it is appropriate to either:

- Bring the matter to the attention of the REC Professionals Complaints department, 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 the REC Professionals Centre team.
- Consider whether the RECAO should be notified of the matter & keep an accurate records log.

Response Made

REC Professionals Centre will respond to the complainant by email or post within 28 working days and will take appropriate, preventative and/or corrective action as required.

Notifying the RECAO

In cases where there could be an adverse effect (e.g., cases with alleged fraud or serious threat to the integrity of RECAO qualifications or REC Professionals Centre as an organisation), the REC Professionals Centre is required to escalate the matter immediately to the RECAO. The REC Professionals Centre is required to cooperate in full, providing information and taking the appropriate action.

Investigation

Following a review of the Complaint it may be appropriate to investigate the matter in more detail. REC Professionals Centre staff will do this following the REC Professionals Centre Investigation Procedure.

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 REC Professionals Centre Formal Appeals Policy.

Monitoring and Review

Use of this policy and procedure will be monitored and reviewed annually to ensure the policy and procedure and its approach remains fit for purpose.