LANGUAGECERT®

Complaints Policy

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Public

PeopleCert
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1 Introduction

This document sets out our complaints policy and procedure and is aimed at our centres, candidates and all interested parties who receive a direct or indirect service from LANGUAGECERT®.

We are confident of providing a high-quality service to all our candidates and centres and would be extremely disappointed if this is not the case.

Therefore, it is important that, should you feel you have encountered a level of service that is below both your and our expectations, you raise any concerns you may have with us immediately so that we may address them and learn from them.

2 Scope

This policy covers complaints that candidates, centres or any interested parties may wish to make in relation to the qualifications and associated services offered by LANGUAGECERT®.

Should a complaint be submitted which is in fact an enquiry or an appeal, we will inform the relevant party that the issue is being reviewed, where appropriate, in accordance with the approach outlined in our Customer Service statement or Appeals policy.

If you are unhappy about the way an examination or assessment was delivered and conducted and you suspect that malpractice and/or maladministration may have occurred, you should forward your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

3 Centre's responsibility (classroom-based exams)

Centres should take all responsible steps to ensure that candidates and staff involved in the management and quality assurance of our qualifications are aware of the contents of this policy and that the centre has a complaints' handling procedure and appeals process in place to deal with complaints and/or appeals from candidates about the services provided. If an individual is unhappy about a service or activity being delivered by a centre, it must first go through the centre's complaints process before bringing the matter to LANGUAGECERT®.

As part of a centre's application to become a recognised LANGUAGECERT® centre, we will check that a centre has a Complaints Policy in place and this will be re-checked from time to time during our centre monitoring activities.

4 Review arrangements

We will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise them when necessary in response to customer, candidate or regulatory feedback (e.g. to align with any appeals and complaints process established by the regulators) and any trends that may emerge with regard to the subject matter of complaints received.

If you would like to feed back any views, please contact us via the details provided in LANGUAGECERT®'s "Contact Us Guide".

5 How should I complain?

All of our staff have been trained to do what they can to help our customers, so you should first try to sort out any problem at the earliest opportunity by speaking to the person who dealt with you.

If they cannot help or you wish to speak to someone else, you can ask to speak to the manager in charge.

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If this is not possible, or if you are not satisfied with the help provided by the manager, please send a written complaint, normally within one month of the event you are complaining about, and address it to us at the contact details outlined in LANGUAGECERT®'s "Contact Us Guide".

Candidates and/or members of the public who wish to complain about a level of service provided by the centre at which they have taken a LANGUAGECERT® qualification must exhaust their centre's own complaints process before bringing the complaint to us. However, candidates who have taken an exam at a centre can make the complaint directly to us in exceptional circumstances where they feel there was a significant breach of procedures by the centre. Candidates who have taken an online proctored exam can make complaints directly to LANGUAGECERT®.

6 If I complain, what details do I have to give?

When you contact us, please give us your full name, contact details, including a daytime telephone number, along with:

- A full description of your complaint (including the subject matter and dates and times if known).
- Any names of the people you have dealt with so far.
- Copies of any papers or letters relating to the complaint.

Sometimes a complainant will prefer to remain anonymous. Although it is always preferable to reveal your identity and contact details, if you are concerned about possible adverse consequences, please inform us that you do not wish for us to divulge your identity.

While we are prepared to investigate issues which are reported to us anonymously, we shall always try to confirm an allegation by means of a separate investigation before taking up the matter with those to whom the complaint/allegation relates.

7 Complaints brought to our attention by the regulators

Where the regulators notify us about failures that have been discovered in the assessment process or other activities of another awarding organisation, these will be reviewed in the same manner as other external complaints in accordance with the procedures below to ascertain whether the same issue could affect LANGUAGECERT® qualifications.

8 What will happen to my complaint?

- **Acknowledgement**: We will acknowledge receipt of your complaint within 24 hours to via email. We will also assign a unique reference number to your complaint, which you should use in all future communications regarding on this case.
- **1st Stage**: All incoming complaints will be reviewed and screened by our Customer Service team. We aim to investigate the complaint and will respond to you **within 48 hours**. During this period, we may contact you to request further information or clarification; in some instances, we may recommend a meeting. If you are not satisfied with the resolution proposed at this stage, you may choose to escalate your complaint to Stage 2 by replying within the same communication thread.

  Alternatively, if we are unable to resolve your case at this stage, it will be automatically escalated to Stage 2, and you will receive an email notification regarding the escalation.
- **2nd Stage**: If the complaint cannot be resolved at Stage 1, or you are not satisfied with the resolution offered, it will be forwarded to the respective team/owner, (e.g. Exams team, Qualification Development team) authorised to manage the issue at Stage 2. We aim to investigate your complaint and provide our final decision **within 10 working days**. If your complaint is more complex or involves people who are not available at the time, **we may extend this to 15 working days**. We may contact you within this period to seek further information or clarification (in some instances, we

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may recommend a meeting). We will keep you informed in case the investigation extends beyond the above timeframes.

If you disagree with our final decision, you have a right to submit an appeal to us within one (1) month from the final decision, as outlined in the "Appeals Policy".

- **Escalation**: If you believe you have been treated unfairly, have not received a response within the stated timeframe, or disagree with the final decision, you may escalate your complaint directly to the relevant regulatory authority for the qualification (e.g. Ofqual/Qualifications Wales).

Complaints that may indicate a compromised test or pose a risk to the quality, integrity, security, or compliance of our services will be assessed by the Customer Service team at the 1st stage. If deemed necessary based on the nature and potential impact of the complaint, these cases will be escalated to the Quality team for further investigation and resolution. The allocated member of the team will be responsible for ensuring that the investigation is carried out in a prompt and effective manner and in accordance with the procedures set out in this policy.

At all times, we will ensure that PeopleCert personnel assigned to your complaint's investigation have the appropriate level of training and competence and they have had no previous involvement or personal interest in the matter.

We periodically review complaints to identify areas where we can improve our services and processes.

9 Successful complaints and/or issues brought to our attention by the regulator(s)

If any part of a complaint is upheld, we will respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements by, for example, by reviewing our procedures to assess the impact on our qualification development, delivery or awarding arrangements and assessment process (if relevant) or arranging for staff training. In extreme circumstances, internal disciplinary procedures may be exercised.

In situations where a complaint has been successful, or where an investigation following notification from the regulators indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- Identifying any other candidate and/or centre who has been affected by that failure.
- Correcting, or where it cannot be corrected, mitigating as far as possible the effect of the failure.
- Reviewing and amending our arrangements, where appropriate, to reduce the likelihood that the failure will reoccur in the future.
- Starting internal disciplinary procedures against a member of our staff if we found their behaviour was not appropriate in accordance with our internal procedures and arrangements.

10 Contact us

For any queries about the contents of the policy, please contact us by using the channels described in the "Contact Us Guide".

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