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PROJECT CHALLENGE Complaints Policy

Complaints Procedures

1. Overview

1.1 PROJECT CHALLENGE is committed to providing an open and accountable quality service for all. One way in which we can continue to improve is by listening and responding positively to all complaints, by putting mistakes right and taking whatever steps possible to prevent further occurrences.

1.2 PROJECT CHALLENGE aim to ensure that:

- a) Making a complaint is as easy as possible
- b) We deal with complaints promptly, politely, fairly, factually and confidentially [where appropriate]
- c) We deal with complaints as an expression of dissatisfaction with our services which calls for prompt response
- d) We respond in the right way, with explanation, apology or information as appropriate
- e) We review and learn from complaints thereby improving our service

1.3 We recognise that many concerns need to be raised informally and dealt with quickly. However, if concerns cannot be resolved informally, immediately or the matter is serious then the formal complaints policy should be followed.

1.4 Complaints regarding teaching, assessment, administration and quality assurance are normally handled by PROJECT CHALLENGE a Centre offering BTEC qualifications.

2. Complaint or Appeal?

2.1 An appeal occurs when a judgement decision has been made. E.g. Candidates may appeal assessment decisions or PROJECT CHALLENGE may appeal external verification decisions.

2.2 Any individual or organisation that is affected by an assessment decision made by PROJECT CHALLENGE can take advantage of the appeals process.

3 Formal Complaints to PROJECT CHALLENGE

3.1 The formal complaint procedure is intended to ensure all complaints are handled fairly and consistently.

3.2 A formal complaint should be instigated if informal methods did not resolve the concern.

3.3 PROJECT CHALLENGE will:

- a) Respond to the formal complaint in writing within 5 working days, stating the time period for a considered response 15 working days.
- b) Deal reasonably and sensitively to the complaint.
- c) Take action where appropriate.

3.4 The complainant should:

- a) Complain in writing
- b) Use the word 'complaint' to avoid any misinterpretation of any comment, or other statements or correspondence received.
- c) Raise concerns and explain clearly all details, consequences as a result and the form of redress or change in operations that are sought.
- d) Complain within 8 weeks of the occurrence.

3.5 PROJECT CHALLENGE will investigate the subject matter of the complaint and reply in writing within 15 working days of receiving the complaint.

3.6 If the complainant is not satisfied with the response then they can write directly to PROJECT CHALLENGE for review and if still not satisfied can complain to Pearson/Edexcel who will follow their published procedures for handling complaints.

3.7 If not satisfied with Pearson published procedures then a complaint can be made to the external regulators, Ofqual.

3.8 PROJECT CHALLENGE will log any complaints received including the response and actions taken. These will be reviewed at the time of the complaints and annually for trends and preventative actions required – Refer Appendix 1 (over).

