



# **Complaints Procedure, GQA414-2025**

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#### Change control

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#### Associated GQA policies and guidance

Reference	Regulatory or guidance source
AOP 010	Complaints Policy
	The Further Education Model Complaints Handling Procedure (SPSO)

#### Associated Ofqual and SQA, regulations and policies

Regulator	Regulatory or guidance source	Regulatory condition, criteria or principle
Ofqual	General Conditions of Recognition	Section I – Appeals and Certificates
SQA	Regulatory Principles	RP16

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## Purpose and objectives

To investigate and resolve complaints and/or potential complaints regarding GQA Qualifications or against GQA in a consistent manner.

## Responsible and accountable people

Responsible Officer  
Operations Manager  
Approved Centre  
External Quality Advisor (EGA)  
GQA Admin

## Terms and definitions

None

## Procedure detail

1. An Individual contacts GQA to discuss the complaint/issue. If a satisfactory response or arrangement is agreed upon, then the issue can be considered as resolved. If the complaint/issue is not resolved, the next stage formalises the issue.
  - All complaints are logged on the GQA online platform.
  - Relevant GQA personnel are informed of the complaint.
  - All documentation is uploaded to the GQA online platform.
2. Formal complaints are recorded using a GQAFT18, and this form and GQA's online platform are updated appropriately. All formal complaints are available for review by the GQA Awarding Organisation Quality Board (AOQB) in line with the AOQB Terms of Reference.
- 3a. Complaints/issues resolved in 5 days
  - If the complaint/issue can be resolved within five working days, resulting in the individual agreeing that the issue has been resolved, then no further action is taken.
- 3b. Complaints that cannot be resolved within 5 days
  - If the complaint cannot be resolved within five working days, GQA will respond to the complainant:
    - Explaining why it is not possible to resolve the situation immediately
    - Providing a clear Plan of Action as to how and when the situation will be resolved

### 3c. Complaints without a satisfactory conclusion

- If the actions taken by GQA do not resolve the issue, the complainant has the right to progress the complaint to the relevant regulatory authorities. The contact details of whom will be provided to the complainant.
- GQA will forward all relevant information about the complaint to the relevant Regulatory Authority and respond to actions accordingly.

NB1 Candidates who are on Scottish Qualifications with FE Colleges or Local Authority centres with continued disagreement following any Regulatory Authority decision can escalate their complaint to the Scottish Public Service Ombudsman (SPSO). Please note that the SPSO will not consider academic complaints such as disagreement with assessment decisions, as these should be dealt with under the normal Awarding Body and Approved Centre Appeals procedures.

NB3 Please note that the SPSO expects the majority of complaints to be handled within five days for initial response and twenty days for cases requiring further investigation.

NB2 Further information from the SPSO can be found at

<https://www.spsso.org.uk/how-to-handle-complaints>

4. Relevant personnel will ensure the completion of GQAFT18 and that the complaint is resolved within GQA's online platform.