

## ARC SCOTLAND

### COMPLAINTS PROCEDURE

If a person wishes to make a complaint about ARC Scotland's training and assessment services the following procedure should be followed.

- 1 If a person wishes to make an informal complaint, this can be registered verbally with the ARC Scotland office to the SQA Co-ordinator within 14 working days of the event.
- 2 If a person wishes to make a formal complaint, this should be in writing and within 14 working days of the event.

**Stage 1** Complete the Complaint Form (overleaf) and send it to the centre where the complaint will be considered by the SQA Co-ordinator within 10 working days and the complainant informed of the outcome in writing.

**Stage 2** If the complainant is dissatisfied with the outcome of a complaint, the person can appeal against the decision. Any appeal should be lodged in writing within 10 working days of the complainant receiving the original decision. This appeal will be considered by ARC Scotland's Director within 10 working days. The complainant will be informed of the decision in writing. The Director's decision is final.

Candidates of SQA qualifications also have the right to complain to SQA Awarding Body and/or SQA Accreditation. SQA will only consider your complaint if you have gone through all the stages of ARC Scotland complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

SQA will deal with complaints about:

- Assessment – in the broadest sense, including the conduct of, preparation for, and environment for, assessment
- Dissatisfaction with the way in which the centre handled the complaint
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SQA will not deal with complaints about:

- Assessment decisions (use Appeals or Post-results Services)
- Wider experience of being a candidate (eg ARC Scotland support services, funding, facilities etc)

All contacts regarding complaints will be treated as urgent and confidential.

### Notes

- 1 If the complaint is regarding a breach of any legislation, and the complainant is still dissatisfied with the outcome of a Stage 2 appeal, the person is entitled to pursue their complaint via the legal process.
- 2 Any appeals regarding SVQ assessment decisions should be addressed by using the centre's appeals against assessment process.

This complaints procedure will be reviewed annually, or sooner if a need is identified.



## COMPLAINT FORM

Name:

Designation:

Employer:

Date complaint lodged:

### DETAIL OF THE COMPLAINT:

Please detail the nature of the complaint here. Please give as much detail as possible about the event or situation such as dates, locations etc, in order for us to make a fair decision regarding the outcome. This complaint will be treated with confidence and only shared with relevant people. This may include your employer, colleagues if appropriate and the person about whom you are complaining.

Signed:

Print name:

