



Policy Document

Enquiries, Compliments and Complaints Policy

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Introduction

Aspire Qualifications (AQ) strives for high standards with regard to our service delivery, contact and the use of our website. We welcome feedback from candidates, exam venues, training providers and other service users. Such feedback is invaluable in helping our organisation to continually evaluate and improve.

If you feel that you have received a level of service below your expectations, please let us know immediately.

Scope

The Compliments and Complaints Policy is provided for candidates, approved centres and training providers who receive a direct or indirect service from AQ.

This policy covers compliments or complaints made in relation to our qualifications and associated services.

We always advise that you review our policies before lodging a complaint or making a compliment. Please refer to our website where our policies are listed.

Purpose

The purpose of this policy is to:

- Provide individuals with a fair and effective way to complain about the service provided
- Encourage individuals to compliment AQ staff when they have gone over and beyond to help
- Ensure everyone knows how to provide feedback and how a compliment or complaint will be handled
- Ensure that complaints are dealt with consistently, fairly and sensitively within clear time frames
- Ensure that compliments and complaints are monitored and used to improve AQ's services



Definitions

Enquiries

An enquiry is a request for further information that is not clearly available elsewhere, for example asking for clarification around the contents of one of our policies. Or it may be a request for further information to assist your understanding.

Compliments

A compliment is a comment intended to express praise or thanks for someone or something.

Receiving compliments is an opportunity AQ to celebrate and recognise our success or that of our processes or staff. We are committed to offering the best experience possible for our Approved Centres and their Learners in sometimes challenging circumstances, so when we receive a compliment, it is celebrated amongst our team.

Any verbal or written compliments are always gratefully received and will be recorded by the member of staff receiving the compliment and then passed to the appropriate manager for recording on our log. Any member of staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified and acknowledged.

Complaints

A complaint is any expression of dissatisfaction by an individual or organisation such as an Approved Centre, whether justified or not.

An individual or organisation may make a complaint if they feel that we have:

- Failed to provide a service or an acceptable standard of service
- Operated a delay in providing a service
- Made a mistake in the way we provided a service
- Failed to act in a proper way
- Provided an unfair service



AQ will ensure that it:

- Listens carefully to enquiries and complaints and treats them confidentially, where possible
- Records, stores and manages all enquiries and complaints accurately and in accordance with the data protection act 2018 and General Data Protection Regulation (GDPR)
- Investigates any complaint fully, objectively and within a reasonable time frame not exceeding two months
- Notifies the individual making the complaint of progress, on request (if appropriate)
- Where necessary, informs the individual making the complaint of any subsequent changes to policy, practice, services or the treatment of an individual to ensure that there is no reoccurrence
- Reviews regularly the number of complaints received and the outcomes of investigations including any actions taken

How to submit enquiries, compliments or complaints

If a candidate, centre or training provider has an enquiry, compliment or complaint, they should send it via email to info@aspirequalifications.com

For complaints, these should be reported to us within 14 days of the event or circumstances that took place.

We are unable to accept formal complaints over the telephone.

What details to provide for complaints

We will require:

- Your full name and contact details including a daytime telephone number
- 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 relevant papers, emails, letters or documents



Our response to enquiries, compliments and complaints

Enquiries and compliments will be acknowledged within 5 working days.

In the case of complaints in particular when further investigation may be required, we will respond within 15 working days. If a complaint is more complex or involves people who are not available at the time, this may be extended to 20 working days but we will keep you informed of progress.

In most cases we will keep a complainant updated on progress and notify them if an investigation has been triggered. However, AQ will not disclose details of any ongoing complaint and additionally, a decision may be made that it is considered inappropriate to disclose full details of the outcome(s) of any investigation, due to confidentiality or legal reasons.

AQ may contact any person involved to seek further information or clarification. At the end of any investigation, we shall email to inform the complainant of the decision and outcome.

Resolution of complaints

We aim to settle the majority of complaints as quickly and satisfactorily as possible. The complaint may be resolved by way of an apology, or by adapting or improving a situation where this is possible, or by providing reasonable explanations.

If any part of a complaint is upheld, we will respond accordingly and provide details of the outcome.

Monitoring enquiries, compliments and complaints

Enquiries, compliments and complaints provide important feedback which allows us to improve the services we provide.

AQ will monitor:

- The number of compliments and complaints by department
- The nature of the specific compliment or complaint
- Whether satisfactory outcomes were achieved
- Whether service standards were achieved



- Actions or recommendations made/agreed in response to the person who submitted the compliment or complaint
- Future improvements

We maintain a log of all enquiries, compliments and complaints so that it informs evaluation of our processes and informs continuous improvement.

Policy updating and reviewing

We monitor our policies on an ongoing basis to ensure that they remain fit for purpose and responsive.

All policies relating to AQ will be updated on an 18-month cycle or sooner as required. Earlier policy updates will take place in response to any regulatory change, resulting legislation or feedback received, that dictates the need to conduct an earlier review.

Our policy review process also forms part of AQ's continuous improvement monitoring and self-assessment arrangements.

Policy version and owner

Version	February 2025
Policy review date	August 2026
Policy owner	Responsible Officer
Regulatory references	Condition D3: Reviewing approach Condition D4: Responding to enquiries and complaints procedures