

Complaints Policy and Process

1 Policy statement

1.1 Scope

This policy outlines UAL Awarding Body's provision for Candidates or Centres who wish to submit:

- A complaint relating to a service or qualification provided by UAL Awarding Body
- A complaint relating to a service provided by a UAL approved Centre

UAL Awarding Body are committed to providing a high quality service. We will use the feedback from our customers and users of our qualifications to improve and monitor the quality of service we offer.

1.2 Definition

A complaint is a concern and/or dissatisfaction about a service or lack of service, provided by UAL Awarding Body or a UAL approved Centre.

This may include:

- **A Centre expressing a concern or dissatisfaction relating to service level agreements, systems and/or processes.**
For example: customer service and service level agreements, systems/processes relating to approval, registration, assessment, moderation, and certification.
- **A student/candidate (or representative) expressing a concern or dissatisfaction with a service provided by an approved UAL Centre or UAL Awarding Body.**
For example: customer service, misleading marketing information, assessment, access to assessment, equal opportunities, registration, certification, and the application of an approval Centre's appeals or complaints procedure.

Complaints about UAL Awarding Body assessment decisions, external moderation decisions, refusal to grant reasonable adjustments or special considerations, candidates' appeal following investigation into malpractice/maladministration and other appeals will be dealt with under the UAL Awarding Body Enquiries and Appeals Policy.

Student/candidate complaints

All UAL Awarding Body Approved Centres must have complaints and appeals procedures in place. If students/candidates have a complaint or an appeal about an approved Centre and its provision or assessment decisions, they must follow the Centre's procedures in the first instance.

Students/candidates can submit a complaint to UAL Awarding Body only where they have exhausted the Centre's internal complaints procedure and there are grounds to believe that the Centre's internal procedures were not interpreted or applied correctly, or fairly, or the complaint has not been properly addressed by the Centre's own internal procedures.

Complaints to UAL Awarding Body must be made within three months of the final outcome of the Centre's internal procedures and UAL Awarding Body will require full details of the outcome when investigating the complaint.

2. How to make a formal complaint

- Where possible we would like to deal with your complaint informally and may do so or in person or by telephone.
- In other cases, a more formal approach is required and in these cases your complaint should be handled using the steps below:

Step 1

Complaints must be made in writing via post:

The Senior Quality Officer
University of the Arts London Awarding Body
9th Floor
272 High Holborn
London
WC1V 7EY

Or, Email: quality.awarding@arts.ac.uk

The letter/email must be signed (electronic will suffice for email) and dated and include the following:

- full name, contact address and daytime contact number of the complainant
- the centre name and the details of the UAL qualification
- detailed statement of the complaint and the reason for bringing it to our attention
- documentary evidence to support the complaint
- if the complaint is by a student/candidate against a Centre, documentary evidence that the Centre's internal procedures have been exhausted (copies of all relevant correspondence and the final outcome).

Failure to provide all of the above may result in a delayed response and possibly eventually dismissal of the complaint.

It is important to bear in mind that it may not be possible to consider complaints appropriately without disclosure of the identity and other details of the complainant. But if a complainant wishes any matter to remain private and confidential this must be stated clearly in the letter/email, otherwise we will assume permission has been granted to disclose any information provided as deemed appropriate and necessary.

The entitlement of students/candidates to make a complaint must always be balanced by the legitimate requirement that the centre's procedure should not be deliberately misused or abused. If a complaint is found to be either playful or troublesome it will not be considered further. In such cases, we will advise that the complaint has been dismissed and the reasons for our decision.

We will acknowledge the complaint within 7 days of receipt.

Step 2:

Within 7 days of acknowledging the complaint we will check that all of the required documentary evidence has been supplied and that the complaint falls within the time limits, scope and definition specified above.

If we require additional information or evidence, we will request this to be provided by a given date. If we do not receive this additional information by the set date, the complaint will not be progressed and we will confirm this decision in writing.

Once sufficient information has been provided it will be progressed to the next stage.

Step 3:

We will give serious consideration to the grounds of the complaint and the evidence provided. If the grounds are found to be valid and appropriate we will pursue the complaint with the parties concerned. In more complex cases it may be necessary for us to contact the complainant to request additional information.

We will endeavour to resolve complaints promptly and will base our decisions on matters of factual accuracy provided by all parties. The complainant will be kept informed of the progress of our enquiries.

In all circumstances we will endeavour to respond to complainants with a decision within 28 days of the start of our investigations.

There are two possible outcomes:

- the complaint is upheld - on the basis that the grounds and evidence justify the complaint. Our follow up action will vary according to the nature of the complaint. In the case of student complaints we will, in all instances refer the matter back to the centre indicating the actions we expect to see taken and reported on.
- the complaint is not upheld – on the basis that the grounds and evidence do not justify the complaint.

In either case, the UAL Awarding Body's decision will be final.

Complainants who have followed and exhausted the appropriate complaints procedures (either of the Centre or of UAL Awarding Body) and are still dissatisfied with the outcome may contact the following organisations:

- The Office of Qualifications and Examinations Regulation ([Ofqual](#))
- Council for Curriculum Examination and Assessment ([CCEA](#))
- [Qualification Wales](#)