

## EPA COMPLAINTS POLICY (V4.0222)

We have a procedure to deal with complaints to make sure they are resolved fairly.

A complaint may relate to:

- The quality and standard of our service
- The quality of resources for end-point assessment
- Attitude, or behaviour of an RTITB team member or assessor
- Failure to follow our policies and processes

The following are not complaints:

- A request under the Freedom of Information Act
- A request under the Data Protection Act
- A request for explanation of a policy or process
- An issue which is being, or has been, considered by a court or tribunal
- A question or concern about an EPA grading decision. We would deal with this through our enquiries and appeals policy

We will treat complaints about Reasonable Adjustments/Special Considerations in the same way as any other complaint.

Your complaint must be sent by email or post within 10 days of the event that causes your concern.

- Email: [QA@rtitb.com](mailto:QA@rtitb.com) using the subject line: In Commercial Confidence
- Address: In Commercial Confidence, QA team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

Your complaint must include:

- Your name and your contact details
- Your permission, if another person is complaining on your behalf
- Details about the complaint
- Date of the event that you are complaining about
- Name of the person who the complaint is about

We will let you know that we have received your complaint and who will be handling it within 2 working days.

We will complete all investigations in no more than 10 working days. But if your complaint is complex, this might not be possible. Our Quality Assurance manager will let you know if there is a delay, and we will let you know why.

If your complaint is about a member of the RTITB team, that person will not be involved in the investigation.

Your complaint will be logged in our system, along with the details and the outcome.

There will be two possible outcomes:

- The complaint is dismissed. Full details and reasons for the decision will be given, along with details about your right to appeal
- The complaint is upheld or partly upheld. Full details and reasons for the decision will be given. We will also give details of what we will do to stop similar issues happening in the future.

The Quality Assurance manager is responsible for ensuring that this policy is followed. The Quality Assurance manager must also ensure that this policy is effective.

**The Quality Assurance manager must ensure that this policy is reviewed no later than March 2023.**