

Complaints Policy

Introduction

This document sets out our complaints policy and procedure and is aimed at our teachers, candidates and all interested parties who encounter a direct or indirect service from NEA.

Scope

This policy covers complaints candidates, members of the public or teachers may wish to make in relation to the qualifications and associated services offered by NEA.

A *complaint* records dissatisfaction with examinations procedures and processes, but does not explicitly question marks awarded.

This policy does not cover:

- An enquiry about a result – if you wish to request a clerical check of a result for a candidate or group of candidates please use our Enquiries about Results procedure.
- An appeal – if you wish to appeal please use our Appeals procedure
- Malpractice or maladministration – if you suspect malpractice or maladministration please use our Malpractice procedure.

Review arrangements

We will review the policy and its associated procedures annually as part of our self-evaluation arrangements and revise it as and when necessary in response to customer, learner or feedback from qualifications regulators.

How should I complain?

Complaints about, or related to, examinations, Examiners, Reasonable Adjustments, Special Consideration, Malpractice, and all services provided by NEA should be made in writing to the Examinations Director, setting out in detail the nature of the complaint and the reasons for making it.

Please address correspondence to:

Miranda Jacobs
Examinations Director
New Era Academy
2 Aglalia Road
Worthing
West Sussex

All complaints must be made on the record. Anonymous complaints will not be processed.

What will happen to my complaint?

The Examinations Director will acknowledge receipt of your complaint within 48 hours, letting you know who is investigating your complaint.

We aim to investigate the complaint within 5 working days. If your complaint is more complex, or involves people who are not available at the time, we may extend this to 10 working days and inform you accordingly. We may contact you within this period to seek further information or clarification (in some instances we may recommend a meeting). At the end of the investigation we write to inform you of our decision.

Successful complaints and/or issues brought to our attention by the qualification regulators

If any part of your complaint is upheld we will of course respond to the complainant accordingly and give due consideration to how we can improve our service and arrangements.

In situations where a complaint has been successful, or where an investigation following notification from the regulators indicates a failure in our processes, we will give due consideration to the outcome and will take appropriate actions such as:

- (a) identify any other learner who has been affected by that failure,
- (b) correct, or where it cannot be corrected, mitigate as far as possible the effect of the failure, and
- (c) ensure that the failure does not recur in the future.

Taking further action

If you are dissatisfied with the outcome of a complaint or an enquiry about a result you may lodge a formal *appeal* if there are grounds for doing so. An appeal may not be lodged until the appropriate initial stages have been completed