

CANDIDATE COMPLAINTS PROCEDURE

If a candidate wishes to make a complaint at any stage of their training or assessment they are to follow the following stages, this is not to be confused by the Appeals procedure

1. In the first instance if your complaint involves your assessor/trainer, you can discuss the problem with the Centre Manager. If the problem is with your company and you feel you can't discuss it with them discuss this with your assessor/trainer.
2. If after discussing the nature of your complaint you feel it's not resolved to your satisfaction you can contact the Centre manager at SOMAX within 3 working days.
3. Within 7 working days of the complaint being received at the Centre the complaint will be investigated.
4. Within 14 working days the investigation outcome will be sent to the candidate. At this stage a resolution to the complaint will be made and is final, unless the candidate is taking a regulated qualification. If so points 5- 6 will apply.
5. If the candidate remains unsatisfied with the outcome they are to inform SOMAX who will forward all details to the awarding body if applicable (details of the awarding body the candidate is registered under will be on the front of the candidate handbook) The report will be sent within 3 days. This should be acted upon within 14 days of the receipt of the appeals record.
6. The nature of the complaint and report will be reviewed. Their findings will be made known to all parties and resolution to the complaint is to be accepted as the final stage of the procedure. A recommendation will be made to resolve the complaint.

SQA Specific

Candidates on regulated qualifications also have the right to complain to the Awarding Body. The Awarding Body will only consider your complaint if you have already gone through all stages of SOMAX complaints procedure and remain dissatisfied with the outcome, or the way in which the complaint was handled.

The Awarding Body 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 complaint**

The Awarding Body will not deal with complaints about:

- **Appeals against assessment decisions (use appeals or post results processes)**
- **Complaints about the wider experience of being a candidate**

If you still remain unsatisfied, are on a regulated qualification and have exhausted SOMAX and the Awarding Bodies complaints procedure you can complain to OFQUAL