

ASDAN Complaints Policy and Procedure

Policy Owner – Responsible Officer

Review History	
V1	February 2012
V2	April 2014
V3	February 2017
V4	May 2018
V5	November 2022
V6	September 2026
Next Review	September 2028

1. Purpose

1.1. This document applies to all ASDAN courses and qualifications.

1.2. ASDAN's qualifications are regulated by Ofqual (England and international), CCEA (Northern Ireland) and Qualifications Wales (Wales).

1.3. This policy supports ASDAN's obligations under the General Conditions of Recognition (Ofqual and CCEA) and the Standard Conditions of Recognition (Qualifications Wales), including requirements relating to malpractice and maladministration, the treatment of whistleblowers and regulatory notification.

1.4. This document is for the attention of:

- ASDAN trustees, staff and associate staff
- ASDAN centres, centre staff (including tutors, assessors, quality assurance staff and managers)
- Learners and their parents/carers (where appropriate)
- ASDAN's regulators: Ofqual, CCEA, Qualifications Wales
- Other stakeholders

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2. Policy

2.1. This policy applies to all products and services offered by ASDAN, including regulated qualifications.

ASDAN is committed to providing a high-quality service to all customers.

2.2. ASDAN defines a complaint as an expression of dissatisfaction with any aspect of the service you have received from ASDAN.

2.3. We take all complaints seriously and are committed to listening to your concerns, responding appropriately, and using your feedback to help improve our services. We welcome feedback at any time, whether you would like to share a comment, compliment our service, or raise a complaint about your experience or interactions with us. All feedback is valuable and helps us to continually review and improve the services we provide.

2.4. Where a complaint involves another ASDAN policy or procedure, such as appeals, malpractice and maladministration, whistleblowing or safeguarding, we may direct it to the appropriate route.

2.5. We aim to acknowledge, investigate and resolve complaints as efficiently as possible and, wherever practicable, within 20 working days.

3. Procedure

3.1. Who can make a complaint?

Anyone who has interacted with ASDAN in any way or used any ASDAN products or services. You may also ask someone else to make a complaint on your behalf.

3.2. How do I make a complaint?

You can make your complaint in the following ways:

- Email info@asdan.org.uk with details of your complaint
- In writing: FAO – ASDAN Centre Support, Wainbrook House, Hudds Vale Road, St George, Bristol BS5 7HY
- By phone: +44(0)1179411126 (please note, if you wish to raise a formal complaint, we may ask you to confirm the detail in writing)

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3.3 There are two stages to the ASDAN complaints procedure:

3.3.1. Stage 1

The first step is to tell us about your concerns so that we can understand what has happened and determine the most appropriate way to respond. You can submit a complaint through any of the following channels:

- In writing, via email
- Written letter
- By Telephone

Please provide as much detail as possible about:

- Yourself or your organisation: If you are a learner, please provide full details of the course you are on and where you are studying
- The nature of your complaint: Please provide details of what happened, how and when the issue arose, any relevant dates, how the matter has affected you, and what you feel could be done to resolve the issue.

On receipt of your complaint, we will open an investigation into the situation. You will receive written acknowledgement that your complaint has been received within five working days. We will respond within a further 10 working days, offering either an immediate resolution or explaining the next steps required.

We aim to fully resolve all complaints, at Stage 1 and within 20 working days. Where this is not possible because of the complexity of the matter, we will keep you informed and provide a revised timescale

3.3.2. Stage 2

If you are dissatisfied with the outcome of your complaint, you may request a further review. The review will be conducted by the Chief Executive, a Director, or an appropriate member of ASDAN's leadership team who has not previously been involved in the complaint.

We aim to complete the Stage 2 review within 10 working days. Once the review has been completed, you will be informed in writing of the outcome and any actions arising from the review. Where this is not possible within 10 working days, we will explain the reason and provide a revised timescale.

This review represents the final stage of ASDAN's internal complaints procedure. However, completing the internal process does not affect your right to escalate your complaint to the regulator or relevant organisation, where applicable and subject to its own remit and procedures, including Ofqual (England and International), CCEA (Northern Ireland) or Qualifications Wales (Wales).

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4. Enquiries and Appeals

If your complaint relates to enquiries and appeals in relation to results, sampling/moderation outcomes, approvals and/or sanctions, the relevant appeals policy and procedure is available on our website.

You may be referred to follow the appeals process instead of the complaints where the complaint relates specifically to the above. The complaints process cannot be used to challenge a decision where the Appeals Policy provides the appropriate route. For more information, please contact info@asdan.org.uk.

5. Safeguarding

If your complaint includes a safeguarding concern about a young person or vulnerable adult, please also refer to our Safeguarding policy and reporting procedure, also available on the ASDAN website.

6. Associated Documentation

- Appeals Policy
- Safeguarding policy
- Malpractice and maladministration policy
- Whistleblowing policy