



Complaints and Dispute Resolution Policy

As part of its commitment to quality SIAS has established this policy (and the accompanying procedure) to deal with complaints and disputes. Complaints can provide useful feedback information and wherever possible will be used to improve services.

We aim to deal with all complaints promptly, politely and confidentially (where appropriate). We will inform you of relevant timescales and respond accordingly. We will treat all complaints seriously and respond in an appropriate way. All complaints will be treated as confidential, with the proviso that enquiries will have to be made in order to investigate. If the complaint/dispute is raised against an individual they have the right to be supplied with a copy of the complaint and the opportunity to make comments.

Most complaints/disputes can be resolved informally and this is the preferred method wherever possible. However, we appreciate that this is not always possible and provide channels for you to access the relevant support when required. If it becomes apparent that the issue lies with the Training Provider or another organisation, SIAS will direct you to the correct channel for dealing with your complaint.

Complaints must be raised within 8 weeks of the event giving rise to the complaint. If this is not possible the reason for the delay must be given when making the complaint in order for SIAS to determine if the investigation can still go ahead. In the first instance your complaint should be made to your usual SIAS contact, most complaints can be resolved informally in this way.

If this is not possible you should contact SIAS using the form which is available on the SIAS website.

You will be sent an acknowledgement of your complaint within 7 working days of receipt; this will give you information about how we intend to proceed with the investigation, how long we estimate it will take and who you can contact with any queries. We aim to resolve complaints within 15 working days, but if it is likely to take longer we will keep you informed.

Once we have completed our investigation we will explain what went wrong and why; we will also explain what action is being taken to remedy the situation.

If you are not satisfied with the outcome of your complaint you can request further investigation by contacting the Assessment Services Officer at the usual SIAS address; this must be done within 7 days of receiving your response from SIAS. You will be contacted within 7 working days of receipt of your request with information on how further investigations will be carried out and an expected timescale. Complaints of this nature will often take longer to resolve, but you will be kept informed throughout the process.



Complaints relating to Assessment Results

If the complaint relates to assessment results it will be investigated by an independent assessor, appointed by SIAS, who will report to SIAS; we will then compile the information and propose a resolution. Complaints regarding assessment may, for this reason, take longer than others. In this case SIAS will inform you of progress and an estimated timescale for completion of the investigation.

Complaints relating to assessment results will be investigated by an independent assessor and a Quality Assurance Panel; their decision is final. There is no recourse to further channels in these cases. You will be given an explanation as to how the decision was reached. Please see the SIAS Appeals Policy for further details of how to appeal against an assessment decision.

Complaints/Disputes relating to Malpractice Judgements

If a dispute relates to a judgement of malpractice, these should be raised within 14 days of receipt of the outcome of the malpractice investigation; this will be investigated by the QA Panel whose decision is final. The complainant will be informed of the outcome of the investigation within 14 days of receipt.

This policy and procedure will be reviewed annually as part of the self-assessment and quality assurance of SIAS; based on this review or on feedback from learners, assessors or external agencies revisions to the policy and procedure will be made as necessary.