

Complaints Policy

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Introduction

The Institute for Professional Sales (ISP) is an Awarding and End Point Assessment Organisation (AO/EPAO) approved by the Education and Skills Funding Agency and regulated by Ofqual. The ISP recognises its particular responsibilities regarding complaints.

The principle of the Complaints Policy is that all Learners and/or their employers / training provider are readily able to access the complaints process and that such complaints are handled sensitively, fairly and swiftly. A second principle is that lessons learnt following a complaint are used to inform continuous improvement.

The Head of Quality & Compliance is responsible for its oversight. The ISP Education Team is responsible for its oversight.

This Complaints Policy should be read in conjunction with the Appeals Policy and Fair Access and Reasonable Adjustments Policy.

The policy can be found on the ISP website www.the-isp.org.

Statement of Purpose

ISP AO/EPAO aims to provide efficient and effective services and whilst every care will be taken to ensure that these are of good quality, ISP AO/EPAO accepts that, on occasions, complaints will be made.

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action by the CIH AO, our staff or contractors affecting a learner, centre, external partner, such as an employer or external contractor.

If you are dissatisfied with any element of our service, you have the right to complain. However, before you make a formal complaint we would suggest that you talk to us informally in the first instance to see if your concerns can be resolved straightaway. You can e-mail equa@the-isp.org. If your complaint cannot be informally resolved a more formal process is detailed below.

ISP AO/EPAO will treat complaints positively and recognises that they are a means of identifying improvements which can be made to our standards and ways of working. We will deal with complaints quickly, take prompt action to resolve the complaint and take steps to ensure that complaints of a similar nature do not arise in the future.

The purpose of this policy is to set out the intentions and key tools that the ISP will use in respect of its handling, investigation and resolution of complaints. Its associated procedures are intended to ensure complaints are dealt with in a consistent and fair manner keeping the needs of the Learner at its centre.

ISP intends to ensure that:

1. The complaints procedures promote best practice, keeps the Learner as the central focus and deals with complaints and appeals to an appropriate timescale.

2. In its function as an Awarding and End Point Assessment Organisation, it recognises and states its commitment to minimising complaints and ensuring that learnings from complaints are built into its process of continuous improvement, where possible avoiding re-occurrence of said complaint.
3. It will protect the brand, reputation and high standards of integrity, required of an Awarding/End Point Assessment Organisation, by using effective quality and management controls and oversight by leaders to minimise complaints.

Complaints regarding Regulated, Centre Assessed Qualifications

Centres and providers must have a policy and procedure for dealing with complaints. Where the complaint is in regards to ISP Regulated Qualifications, the centre/provider and learners must follow this internal policy before referring to ISP AO/EPAO. If the complaint is not resolved this can be escalated to ISP AO/EPAO. If there is an allegation of malpractice or maladministration refer to the ISP AO/EPAO Malpractice Policy.

Complaints Process

Stage 1

If a Learner or their representative wishes to make a complaint about any aspect of ISP's organisation, operations, actions, EPA, qualifications or assessments, they should fill in an ISP ENQ form (see below). The Learner or their representative will need to make clear on the form the nature of the complaint and should include any relevant evidence to help ISP consider the complaint and make an appropriate and prompt reply (normally within 10 days, if investigation involved within 20 days). The complaint will be progressed by the Quality Manager and relevant personnel (in the first stage) and if required will be progressed to the Quality Assurance Group for resolution (in the second stage).

Stage 2

If the Learner or their representative is still unhappy with the outcome of the complaint and feels they have exhausted all avenues, they may further progress the complaint to the appropriate external quality assurance body / regulatory authority for England (the EQA/regulator will then progress the complaint through their procedures).

In all cases, the ISP ENQ1 form should be sent to eqa@the-isp.org for the attention of the Enquiries and Appeals team, who will ensure the progress of the relevant procedure. The [ISP ENQ1 form](#) is available within this policy or on request.

Evaluation of Complaints

The Managing Director and the Head of Quality & Compliance will, as part of their annual reports to the Governance and Quality Board (GAQ), produce a statistical analysis and summary of the results of all appeals, enquiries and complaints. The reports will, where appropriate, make recommendations for revisions to any policies and procedures required as a result of this analysis and the GAQ will agree, reject or modify these recommendations as it feels necessary. Where appropriate this is fed into the ISP continuous quality improvement process.

Monitoring

A tiered approach to monitoring is taken. The Head of Quality & Compliance will collect any relevant data and report to the Managing Director and will also collate information on complaints and appeals from all relevant sources and reporting into the ISP Executive Board.

ENQ1: ISP Complaint Form:

Please complete the following information, as applicable:

Training Provider/Centre:		Telephone no:	
		Email:	
Complainant name:		Position (Learner/Employer/ Training Provider):	
Learner Name:		Learner ULN:	
Employer (EPA Only):		Telephone no:	
		Email:	
EPA Standard/Qualification Title:			
Assessment Date:			

Stage 1 - Please explain the nature and reason of the complaint and provide relevant supporting evidence (as attachments with your email):

ISP Response	
Outcome of Complaint Stage 1:	
ISP Head of Quality & Compliance:	
Signature:	
Date:	