

# Complaints Policy

Excellence, Achievement and  
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EAL (Excellence, Achievement & Learning Ltd) is registered in England and Wales (02700780). Registered office: Unit 2, The Orient Centre, Greycaine Road, Watford, Herts, WD24 7GP

<b>Controlled by:</b>	Governance & Regulation	<b>Updated:</b>	July 2018	<b>Version:</b>	5.1
<b>Policy Title :</b>	Complaints Policy	<b>Review Date:</b>	July 2019	<b>Regulatory ref:</b>	I2; SQP12

## COMPLAINTS POLICY

### WHAT IS A COMPLAINT?

A complaint is an expression of dissatisfaction of the services and /or products provided by EAL.

EAL is committed to meeting and exceeding our customer experience and providing high quality products and services. We welcome your comments, suggestions and feedback on the level of service you have experienced when using any of our products or services.

This policy does not cover any appeals decisions, in relation to decisions made by EAL; this is covered separately by our Appeals Policy. Should a complaint be submitted which is in fact an enquiry or an appeal; we will inform you that the issue is being considered in accordance with the relevant policy.

If you are unhappy about the way an examination or assessment was delivered or conducted and you suspect malpractice may have occurred, you should send your concern to us in accordance with the arrangements in our Malpractice and Maladministration Policy.

### HOW TO MAKE A COMPLAINT

If you are not satisfied with the service you have received from EAL, please send a written complaint to [customercare@eal.org.uk](mailto:customercare@eal.org.uk) using EAL's Feedback and Complaints Form located on the EAL website - [Complaints Form](#). Written complaints should be submitted within one month of the event or issue occurring which you are complaining about.

In the event of a complaint against an EAL recognised centre, the centre's own complaints procedure must have been exhausted before referring to EAL.

Subject to receiving contact details, we will acknowledge receipt of your complaint within 2 working days.

We aim to investigate the complaint within 10 working days. If your complaint is more complex, we may extend this to 30 working days. We may contact you within this period to seek further information or clarification. At the end of the investigation we shall provide written confirmation of our decision.

Complaints can also be made to SQA Accreditation and where appropriate the Scottish Public Services Ombudsman (SPSO). Full details of SPSO's complaints process is available via their website [www.spsso.org.uk](http://www.spsso.org.uk)

Learners who are studying Higher Education (HE) courses in England and Wales have the right to take their complaint to the Office of the Independent Adjudicators for Higher Education (OIA), once a provider's complaint procedures have been exhausted. There may be occasions where the OIA may review a complaint and decide that this is best dealt with by the Awarding Organisation (AO). Full details of the OIA's complaints process is available via their website <http://www.oiahe.org.uk/>

## PROCESS

- We will ask you to provide us with as much information/evidence as possible via email to enable us to effectively follow through on your complaint.
- We will consider each complaint sensitively and carefully, and decide upon an appropriate initial response. In line with the General Data Protection Regulation (GDPR), we may share with third parties information received in the disclosure where we consider it legally necessary to do so. - **You have the right to object to the processing of your personal data on the basis of legitimate interests.**
- Where required by law; we may also process your personal data if required by law, including responding to requests by government or law enforcement authorities, or for the prevention of crime or fraud.
- We will base any investigation on the complaint given at the time. Any new information received after an investigation has commenced will be treated as a separate investigation.

There may also be occasions where it is not appropriate for us to investigate a complaint due to circumstances, such as the disclosure falling outside our remit. In this case we may recommend another course of action.

We reserve the right to cease corresponding with a complainant where we believe, in our reasonable opinion, the complaint may be vexatious.

## CONFIDENTIALITY

EAL recognises that the decision to report a concern can be a difficult one to make; all complaints received will be dealt with confidentially and in accordance with the requirements of the Data Protection Act 2018 and any subsequent data protection regulations.

When making a complaint it is always preferable to reveal your identity and contact details to us. However, if you wish to remain anonymous please inform us that you do not wish for us to divulge your identity. We are not obliged (as recommended by the regulator) to disclose information if to do so would be a breach of confidentiality and/or any other legal duty. If you wish to remain anonymous we will investigate such complaints in accordance with our Whistleblowing policy and relevant legislation.

## PRIVACY STATEMENT

It is necessary for us to collect and hold personal information about you in order to investigate your complaint.

We will hold the information you provide to us securely and use it to help us to investigate your concerns. For more information please access our EAL Privacy Policy - [EAL Privacy Policy](#)

## WHAT PERSONAL DATA WE COLLECT AND WHO HAS ACCESS TO IT

We will ask for your name and contact details. We will also ask you what your complaint is about, including which centre/member of staff or EAL department(s) it relates to.

To ensure EAL deals with your complaint equally and fairly, all complaints, including those sent to other departments in EAL, including the Responsible Officer or board members, will be forwarded to the Governance & Regulation Team for action.

Your information will be shared internally with limited EAL staff in relevant departments in order that we can handle, investigate and respond to your complaint.

We may also share your information with other organisations, such as the regulators, government departments, enforcement agencies and the police if we think it is necessary to do so. There may also be certain circumstances where we are required, by law, to share your information.

## WHAT IF I AM NOT HAPPY WITH THE DECISION?

If you are dissatisfied with the outcome of the complaint, you may appeal this within 20 working days of EAL's decision being communicated. Please refer to our Appeals Policy which can be found on the EAL website, and in the SmarterTouch document library.

## REVIEW ARRANGEMENTS

We will review this policy annually as part of our self-evaluation arrangements and revise it in line with any feedback from customers, learners, regulatory authorities or external agencies, or changes in our practices.

## CONTACT US

If you have any queries about the contents of the policy, please contact our Customer Experience Team on telephone: 01923 652400, via email at [customercare@eal.org.uk](mailto:customercare@eal.org.uk) or via post to:

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