



## Complaints Procedure

Candidates who feel they have been subjected to unfair treatment and wish to make a complaint about a course or member of staff have the right to do so. Complaints should be dealt with in accordance with this policy document written to QS standards.

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<b>Authorised by:</b>	<b>Liz Jones</b>	<b>Date: March 2024</b>
<b>Approved by:</b>	<b>Senior Management Team</b>	<b>Date: March 2024</b>
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## 1. Introduction to complaints procedures

Deaf Action values feedback, including complaints. All feedback we receive helps us to evaluate our organisation's performance and helps to inform quality improvements.

Information about the complaint's procedure will be disseminated to candidates in the student handbook given out on the first night of a new course.

## 2. Types/stages of complaint

The complaints procedure should not be used for challenging assessment decisions. In these cases, the 'Appeals Procedure' should be followed.

For queries which do not constitute a formal complaint and/or do not require a response, candidates can email the Training Officer at [learn@deafaction.org](mailto:learn@deafaction.org).

Deaf Action staff are contractually obligated to reach Level 2 in British Sign Language. Where the candidates are employees of the centre (Deaf Action), the escalation stages identified below still apply.

### Stage 1: Informal complaint

Informal complaints should be directed to the course tutor in the first instance. Should the complaint be about the tutor and the candidate does not feel comfortable talking to them directly, candidates can direct their query to the Training Officer:

- Submission of the complaint should be made as close to the issue arising as possible.
- Where appropriate, a response to the complainant will be made within 1 week subject to investigation.

Informal complaints will be kept on file for the duration of the course so they can be referred back should the complaint escalate.

### Stage 2: Formal complaint

Should a candidate wish to submit a formal complaint it should be done in writing. Deaf Action will accept either letter or email. Complaints should be submitted as close to the issue arising as possible and no longer than 2 weeks after.

If the matter is very serious, or if a candidate feels unable to raise the matter with teaching staff informally, they may move directly to a formal complaint.

The formal complaint should be directed to the Training Officer in the first instance either by:

- Email: [learn@deafaction.org](mailto:learn@deafaction.org)  
Or
- Letter addressed to: Training Officer. Deaf Action, 49 Albany Street, Edinburgh, EH1 3QY

Formal complaints will be acknowledged upon receipt. Every complaint will be investigated, and a formal written response issued. We aim to respond to complaints within 2 weeks, but this is subject to investigation.

In the case of a formal complaint, the Head of Centre will be informed and if appropriate will oversee or conduct the investigation. Should the need arise; the matter will be discussed with the CEO of Deaf Action. Their decision shall be considered final.

## 3. Escalation of complaints

Candidates of QS qualifications also have the right to complain to QS awarding body. QS will only consider your complaint if you have already gone through all stages of Deaf Action's complaints procedure and remain dissatisfied with the outcome, or the way in which we handled your complaint.

QS 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 the complaint.

QS will not deal with complaints about:

- assessment decisions (use Appeals or Post-results Services)
- the wider experience of being a candidate (e.g. support services, funding, facilities — you may wish to insert your own examples)”

See QS's Customer Complaints and Feedback web page for more information.