

## 1. Purpose

CfA Qualifications is committed to delivering excellent end-point assessment. The purpose of this policy is to set out CfA Qualifications approach when dealing with complaints.

## 2. Scope

This policy applies to all qualifications offered by CfA Qualifications.

This policy does not apply to:

- reasonable adjustments
- appeals against assessment decisions
- malpractice and maladministration
- special considerations

The above are covered by dedicated policies and processes.

## 3. Regulatory authorities

Relevant regulatory authorities are:

- Ofqual

## 4. Audience

This document is for:

- Apprentices
- Candidates
- Employers
- CfA Qualifications staff
- Training providers
- CfA board directors
- CfA staff
- Assessors
- Internal quality assurers
- Freelance staff
- Regulators

## 5. Definitions

A complaint is where there is dissatisfaction with the assessment service that CfA Qualifications is providing.

## 6. Policy statement

CfA Qualifications recognises that there may be occasions where stakeholders are dissatisfied with the assessment service that it provides and that they wish to raise a formal complaint. CfA Q publishes on its website details of its:

- complaints process
- complaints form
- appeal against a complaints decision process

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Complainants are required to raise their complaint through completion and submission of the complaints form. Where they are dissatisfied with the outcome of a complaint, there is a process in place to appeal against that outcome/decision.

## **Fees**

Complaints procedure:

Option one: no charge

Option two: £100

Appeal against complaints procedure: £100

Where a complaint is upheld, or an appellant is successful, fees are refunded.

## **7. Staff responsibilities**

The assessment centre manager is responsible for dealing with complaints, supported by the head of professional development and practice.

## **8. Review**

CifA Qualifications reviews all policies annually (typically, during December) and the December review includes this policy. However, if a policy needs reviewing before this time, then the responsible and accountable staff review it.