



## **ITEC Complaints Procedure for VRQs**

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### **CANDIDATE COMPLAINTS AGAINST A CENTRE (COLLEGE)**

Candidates are not contracted to ITEC in any way for the delivery of their training and quality of lecturing, therefore candidates **MUST** always take up any complaints they have on these matters directly with their Centre.

ITEC is however anxious at all times to maintain standards and quality across all registered colleges and therefore be informed of any complaints about their Centres.

1. If a candidate has a substantial grievance about the training, lecturing or facilities at a Centre which has not been satisfactorily resolved, he or she may write to ITEC setting out the details of his/her grievance and the response of the Centre. The correspondence should contain the following:
  - copies of correspondence between the student and the Centre regarding the complaint.
  - a statement of the circumstances and facts surrounding the complaint.
  - written statements from all candidates concerned.
  - details of the Centre's procedure for informing candidates of ITEC's regulations.
  - any work of candidates and other assessment material relevant to the investigation.
  - any other supporting documents relevant to the complaint.
2. ITEC will if it feels necessary contact the Centre directly for their comments on the complaint ensuring confidentiality regarding the candidates concerned. The Centre has 10 working days to respond.
3. Each complaint will be considered on an individual basis by the ITEC complaints team based on all of the information provided by the centre.
4. ITEC will contact the candidate in writing within 30 working days of receipt of the complaint outlining any further action ITEC may take against the Centre.
5. ITEC will write to the Centre outlining any action required in accordance with the ITEC examination regulations and procedures and the ITEC Code of Conduct.

### **COLLEGE COMPLAINT AGAINST ITEC**

1. If a college has a substantial complaint regarding ITEC, ITEC examinations or the workings of ITEC as an awarding body they may write to ITEC setting out the details of the complaint. The correspondence should contain the following:
  - a statement of the circumstances and facts surrounding the complaint.
  - written statements from all candidates/lecturers concerned.
  - details of the college procedure for informing candidates/staff of ITEC's regulations.

- any work of candidates and other assessment material relevant to the complaint.
  - any other supporting documents relevant to the complaint.
2. ITEC will, if it feels it is necessary, contact ITEC administrators and examiners directly for their comments on the complaint ensuring confidentiality throughout. They have 10 working days to respond.
  3. Each complaint will be considered on an individual basis by the ITEC Complaints team based on all the information provided by the college.
  4. ITEC will contact the college in writing within 30 working days of receipt of the complaint outlining any further action ITEC may take regarding the complaint.

### **CANDIDATE COMPLAINT AGAINST ITEC**

1. If a candidate has a substantial complaint regarding ITEC/ITEC Examinations or the workings of ITEC as an awarding body they may write to ITEC setting out the details of the complaint. The correspondence should contain the following:
  - a statement of the circumstances and facts surrounding the complaint.
  - supporting documents from the college.
  - written statements from all candidates/lecturers concerned.
  - details of the college procedure for informing candidates/staff of ITEC's regulations.
  - any work of candidates and other assessment material relevant to the complaint.
  - any other supporting documents relevant to the complaint.
  - ITEC will if it feels necessary contact ITEC administrators/ITEC Examiners and the college directly for their comments on the complaint ensuring confidentiality throughout. They have 10 working days to respond.
2. Each complaint will be considered on an individual basis by the ITEC complaints team based on all the information provided by the candidate.
3. ITEC will contact the candidate in writing within 30 working days of receipt of the complaint outlining any further action ITEC may take regarding the complaint.

### **EXTERNAL REVIEW**

ITEC maintains a log of all complaints with the outcomes. This record is at all times available to ITEC's independent Quality Assurance Panel for review.